Splicecom maximiser

Free your Network

PCS 410, 400 & PCS 50 User Manual

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Contents

Introduction 1
Home Page 3
Your PCS Off-hook 5
Making a Call 6
Answering a Call 7
End a Call 8
Call Status 9
Place a Call on Hold 10
Transfer a Call 10
Add a Note to a Call 13
Redial a number 13
Displaying a Web Page or Directory 15
Parking a Call 15
Call Pick up 16
Switch to Hands Free 18
Mute a Call 18
Changing the Volume 18
Incoming Call History 19
Missed Calls 21
Conferencing 23
User Configuration 25
Call Waiting 26
Call Forwarding 28
Out of Office Message 31
Do Not Disturb 33
Entering Further Numbers 35
Speed Dials (Favourites) 36
Changing your Ring Tunes 40
Using with the System Directories 43
Users Directory 45
Departments 48
Contacts 53
Voicemail 63
Hot Desking 74
System Administration 76
Icons in Brief 79
Keyboard Short cuts 87
Index 91

Introduction

SpliceCom's range of Proactive Communication Stations (PCS) delivers the ultimate in service to the desktop for those seeking the real business benefits that can be gained from the convergence of voice, data, video and web enabled applications. When used in conjunction with the **max**imiser, PCS allows the relevant information from your core business applications to be "pushed" to the desktops of those who need it in a timely and controlled manner, totally independent of the type of telephone you may wish to deploy.

The PCS 400/410 is an IP hard phone, providing all the facilities associated with a top of the range digital phone for making and receiving calls. It then extends the control and information associated with these calls through an integrated, full-size VGA (Video Graphics Array), LCD touch screen. Where business phones have traditionally provided context sensitive keys around a small display to aid use, the PCS 400/410 provides a far larger, context sensitive screen. Graphical icons are used to control telephony functions in the same intuitive manner you associate with mobile phones.

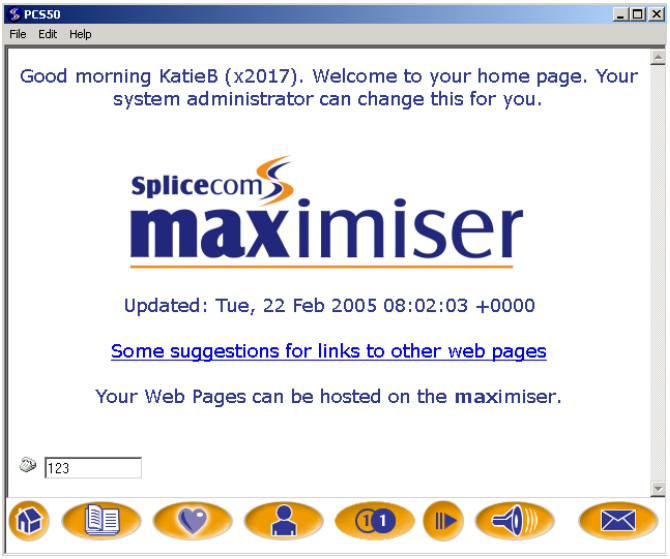
The PCS 50 application delivers ALL of the benefits associated with the PCS 400/410 desktop station to those who wish to use traditional telephones or IP soft phones. Supplied as standard with every **max**imiser system, PCS 50 can be run on any PC or laptop computer running Microsoft Windows, Apple Mac OS X or Linux operating systems.

The PCS 50 application can run as an IP soft phone, where the PC becomes the telephone. The PC must have multi-media capabilities with a headset and microphone connected.

Alternatively, the PCS 50 application can be configured to partner SpliceCom's PCS 100, PCS 10, PCS 5 or an existing analogue handset where the voice path is connected via the handset but the application assists the user to handle calls quickly and efficiently.

PCS 50 is also the key component in SpliceCom's unique Extension Anywhere feature set for remote, mobile and home based employees. IP Extension Anywhere sees it used as an IP Softphone (as an alternative to PCS 400/410 or PCS 100, Analogue Extension Anywhere utilises PCS 50 as a "Partner" to an existing home phone, whist GSM/Mobile Extension Anywhere uses the same arrangement to allow a standard mobile phone to become an fully integrated "**max**imiser" extension - wherever a wireless (or standard) VPN service is available.

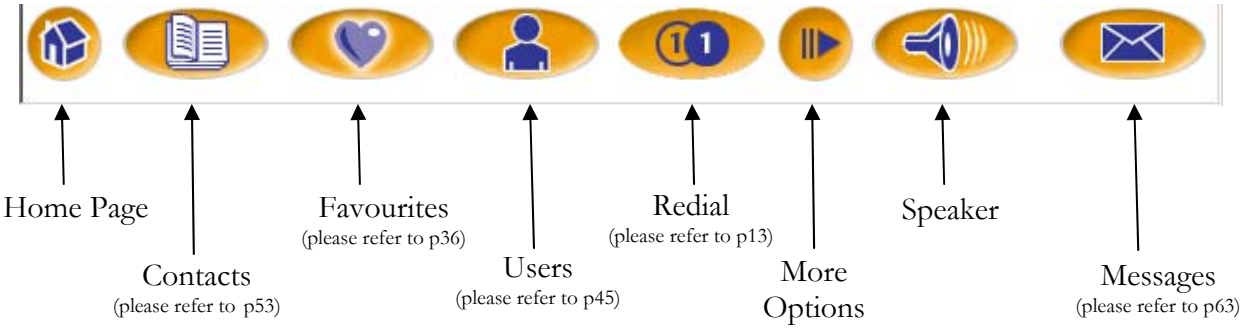
Home Page


PCS50
File Edit Help
Good morning KatieB (x2017). Welcome to your home page. Your system administrator can change this for you.
Splicecom
maximiser
Updated: Tue, 22 Feb 2005 08:02:03 +0000
Some suggestions for links to other web pages
Your Web Pages can be hosted on the maximiser.
123

The display on your PCS when first connected to the **max**imiser system is called your Home Page. This is a web page, the link to which is specified by your System Administrator. Your Home Page can be linked to a web page stored on the Internet, on your company's intranet or on the telephone system's internal web server. By default, your Home Page points to a web page stored on your telephone system's internal web server. Your System Administrator can edit this web page to suit your company's needs.

At the bottom of your Home Page you are provided with a context-sensitive tool bar, which will give you different icons depending on the feature or screen you are currently using.

Call Control Toolbar



While using your PCS you can return to your Home Page and the Call Control toolbar at any time, depending on the screen you are currently working in, by either:

Selecting the Exit icon or pressing **Esc**

or

By selecting the Home icon.

By default, between 7 pm and 8 am each day a screen saver will replace your Home Page. Touch or click on the screen to return to your Home Page. However, the time that the screen saver will appear can be changed by your System Administrator or it could appear after a specific idle time. Please refer to your System Administrator for further information.

When using a PCS 50:

- The PCS 50 window can be resized by pointing the mouse at edge of the window and dragging in the direction required.
- The PCS 50 can be minimised to the System Tray. Please refer to page 76 for further details.

When using a PCS 400/410 the stylus LED will flash to indicate the status of the phone as follows:

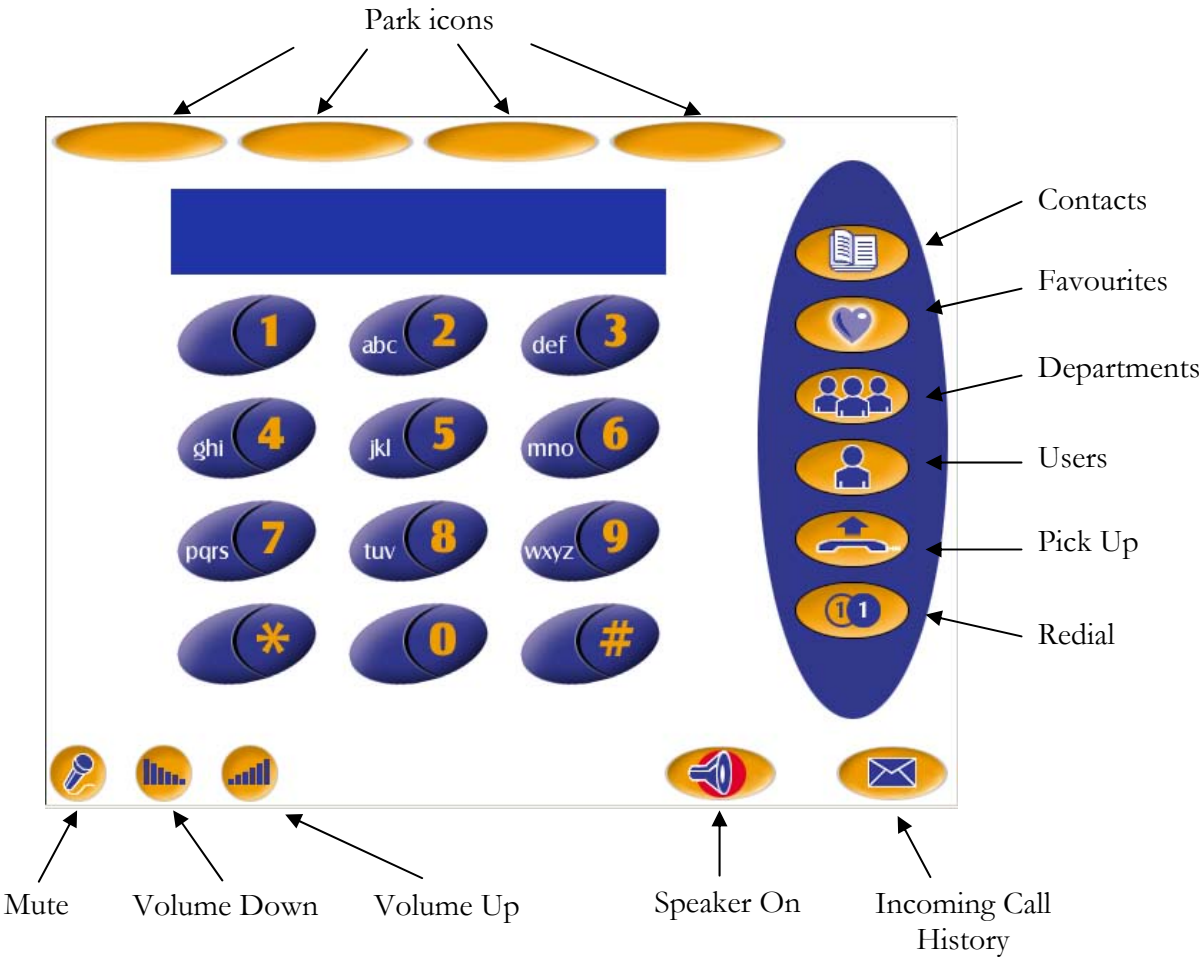
- Dialling – on
- Alerting – flash 250/250 mSec
- Busy – flash 500/250 mSec
- Hold – flash 250/2000 mSec
- Connected – on
- Call Waiting – flash 250/250 mSec

The stylus LED is also used to indicate that a new voicemail message has been received. Please refer to page 63 for further information.

Please note: all actions in a "**bold**" typeface indicate key entries on a Windows/Mac OS X PC keyboard.

Your PCS Off-hook

When your PCS is off-hook the following Dial Pad will appear allowing you to make calls, view the Directories, change the volume etc. All the icons displayed are explained in further detail in the appropriate section of this User Guide.



Headset Operation

When a headset is connected to the PCS 400/410 the handset will operate in hands free mode. The Speaker icon will indicate if the phone is on or off-hook. Lift the handset to override this operation. Please refer to page 16 for further details.

Making a Call

1 Lift the handset or select the Speaker icon

2 You will be presented with the Dial Pad

3 Dial the number required (internal or external number)

4 The Call Status screen will appear displaying whom you are ringing, your name and any other information held on the system if available.

If you have started to make a call, have changed your mind and wish to stop the call either replace your handset or select the Speaker icon or select the Reject Call icon.

Making an Internal Call to a User (another extension)

1 Lift the handset or select the Speaker icon

2 You will be presented with the Dial Pad

3 Dial the extension number required

Alternatively;

1 From the Call Control Toolbar, select the Users icon. A list of the Users on your system will appear.

2 Use the Search facilities to find the User you require (please refer to page 43 for further assistance).

3 Select the User required and select the Dial icon or press **Enter**

4 The Call Status screen will appear displaying the extension you are ringing and your name.

For further information on working with the Users Directory please refer to page 45.

Making an Internal Call to a Department

1 Lift the handset or select the Speaker icon. You will be presented with the Dial Pad

2 Dial the extension number of the Department required

or

2 Select the Departments icon. A list of the Departments on your system will appear.

3 Use the Search facilities to find the Department you require (please refer to page 43 for further assistance).

4 Select the Department required.

5 Select the Dial icon or press **Enter**. The Call Status screen will appear displaying the extension and Department you are ringing and your name.

For further information on working with Departments please refer to page 48.

Making an External Call

1 Lift the handset or select the Speaker icon. You will be presented with the Dial Pad

2 Dial the external number required.

Alternatively;

1 From the Call Control toolbar select the Contacts icon. A list of Contacts stored on your system's database will be displayed.

2 Use the Search facilities to find the Contact you require (please refer to page 43 for further assistance).

3 Select the Contact required.

4 Select the Dial icon or press **Enter**. The Call Status screen will appear displaying the Contact you are ringing and your details.

For more information regarding the use of the Contacts database please refer to page 52.

Entering additional digits

If you are required to enter further digits once a call as been made, for example, when using an auto attendant, click on the Dial icon at the bottom of the Call Status screen to access the Dial Pad.

Use the Exit icon to return to Call Status if required.

Answering a Call

You will be informed of an incoming call via the following:

PCS 400/410– your handset will ring and your stylus LED will flash.

PCS 50 – your PCS will ring and the caller's details will be displayed via floating text on your PC screen together with the name of the called User or Department. (To enable or disable this feature please refer to page 76.)

Amy Stewart on 2010
for Asher Reuben

1 On receiving a call the Call Status screen will appear displaying:
- the incoming number or caller's name (if known by the system),
- your name or Department name or your colleague's name if their calls are forwarded to you
- any other information held on the system if available.

2 To answer the call, lift your handset or select the Answer icon or press **Enter**.

or

2 If you do not wish to answer the call select the Reject Call icon and the call will be cancelled or passed to your Forward on Busy number (if set) or passed to voicemail (if enabled).

or

2 Select the Messages icon to pass your caller to voicemail (if enabled). This will perform the same function as the Reject Call icon however if you have a Forward on Busy number set this takes priority. Therefore, the Messages icon gives you the choice to either pass the caller to the Forward on Busy number via the Reject Call icon or to voicemail via the Messages icon

PCS 50 users - please note: your Preference setting will determine when Call Status will be displayed when you receive a call. Therefore if the default functionality as described above does not occur please refer to page 76 or to your System Administrator for further details.

All incoming calls will be listed in your Incoming Call History, please refer to page 19 for further information.

For further information on Departments please refer to page 48 and on Forwarding please refer to page 28.

End a Call

Select the Reject Call icon

or

Replace the handset.
or

Press **Esc**
or

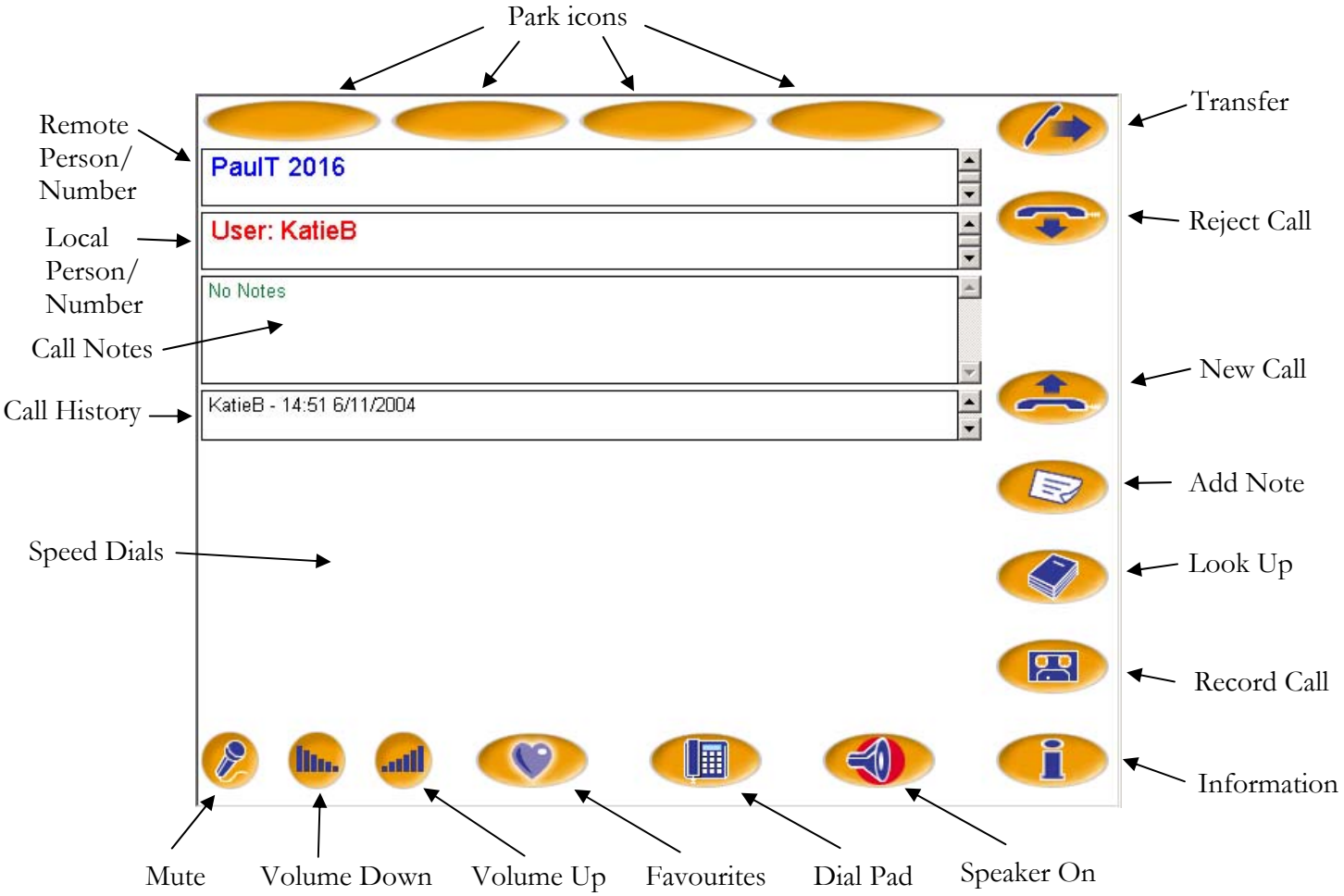
Select the Speaker icon.

Note – When using a PCS 400/410:-

- The Speaker icon will only end the call if used in hands free mode otherwise this icon will switch from handset to hands free mode – please refer to page 16 for further details.
- If a call is made or answered using the handset, when the distant end clears the call the Call Status screen will remain allowing you to pick up a parked call (see page 15 for further details) or allow you to make another call by pressing the Speaker icon. Replace your handset if this is not required.

Call Status

While in the progress of any call the following screen will be displayed giving you the status and details of your call. You will also be given the ability to place a call on hold, transfer a call etc as described in the next part of this User Manual.



If you are receiving a call the Remote Person/Number section displays the caller's information and the Local Person/Number section displays the recipient's information, this may be your details, a colleague's details when their calls are forwarded to your extension, or Department details (please refer to page 48 for further details on working with Departments).

If you are making a call the Remote Person/Number section displays the details of number you are calling and the Local Person/Number section displays your details.

You can increase the size of the Remote Person/Number pane, Local Person/Number pane, Call Notes pane and Call History pane by clicking or pressing within the required pane. This will allow you to view additional information available. Press or click within the pane to return to the original size. Alternatively use the scroll bars to scroll through the information.

Place a Call on Hold

Select the New Call icon. You will be presented with the Dial Pad.

To retrieve the call, select the Exit icon.

Transfer a Call

Announced Transfer

1 Place the call on hold (select the New Call icon).

2 Dial the number required (internal or external number).

3 Wait for the call to be answered and announce the caller.

4 To transfer the original call select the Transfer icon (or replace your handset or press **Enter** or select the Speaker icon). You will no longer have control of the call.

or

4 To return to the original call select the Reject Call icon or press **Esc** (or wait for the other end to hang up)

or

4 To return to the original call and place the second call on hold, select the Switch icon.

5 Use the Switch icon to switch between the two calls.

6 Finally, select the Transfer icon to connect the two calls (regardless of which call you are currently connected to).

or

6 Select the Reject Call icon or press **Esc** to clear the call you are currently connected to and return to the other call (or wait for the other end to hang up).

If you are the user transferring the call or the intended recipient of the transferred call, before a call is transferred your Call Notes pane in Call Status will display the following message:

"I have [caller's name if recognised by the system] on hold – [name of User transferring the call] – [time and date]"

For example:

Unannounced transfer (Blind Transfer)

1 Select the Transfer icon or press **Enter**.

2 Dial the number required (internal or external number).

3 The call will be automatically transferred to this number. You will no longer have control of the call.

If you are a recipient of an unannounced transfer answer the call in the normal way. Call Status will display the name of the original caller and the Call History pane will display who transferred the call to you.

Note: If using a PCS 50, the floating text will display the name of the original caller.

Transfer a Call via your Favourites

Firstly, you must set up your Favourites list – further details on working with Speed Dials are available from page 36. Once available your Favourites list can be used to quickly and easily transfer calls without having to remember the number.

1 Select the Favourites icon.

2 Click on the Speed Dial required.

3 The original call will be placed on hold and the new call will be made.

4 Select the Transfer icon or press **Enter** when ready.

Transfer a Call via the Directories

If you do not know the number of the person to whom you wish to transfer the call you can look up the information in one of the directories available.

1 Select the Look Up icon

2 Select either Users or Departments or Contacts.

or

or

3 Select the name required.

4 Select the Dial icon or press **Enter**. The original call will be placed on hold and the new call will be made.

5 Select the Transfer icon or press **Enter** when ready.

If you wish to return to the call handling icons after pressing the Look Up icon select the More Options button.

If you wish to return to the call handling icons after selecting a directory select the Exit icon.

Further information on working with these directories can be found on the following pages: Contacts – page 52, Users – page 43 and Departments - page 48.

Call History

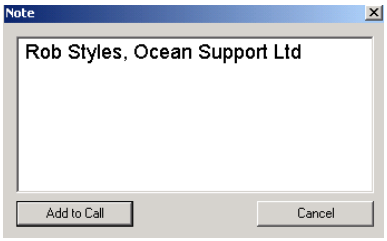
The Call History pane within Call Status will display a list of the internal users that have handled the call. So that when a call is transferred among several users each user will be able to view who has previously dealt with the caller.

Add a Note to a Call

During a call you may wish to make notes about the call, for example, the caller's name, the details of his enquiry etc. This information not only acts as an aide memoir for you but will also be passed to another User of a PCS when the call is transferred.

1 Click on the Add Note icon.

2 Enter any text required in the Note box.
(PCS 400/410 – if a keyboard is not available select the More button to access the on-screen keyboard. Select OK when ready.)



3 Click on Add to Call

4 The text together with the name of the originator of the note and the date and time will appear in the Call Notes pane of Call Status.

5 This information will be passed on with the call if transferred.

The Call Notes pane can be enlarged by pressing or clicking within the pane. Press or click within the pane to return to the original size.

Please note: If the Add to Contact button is displayed this means the call has been made to or received from a number stored on the Contacts database. For further information please refer to page 54.

Redial a number

A call made from your PCS will be logged in the Redial Number list and the number can be redialled.

1 From the Call Control toolbar select the Redial icon (this icon is also available within the Dial Pad).

2 The Redial Number list will appear.

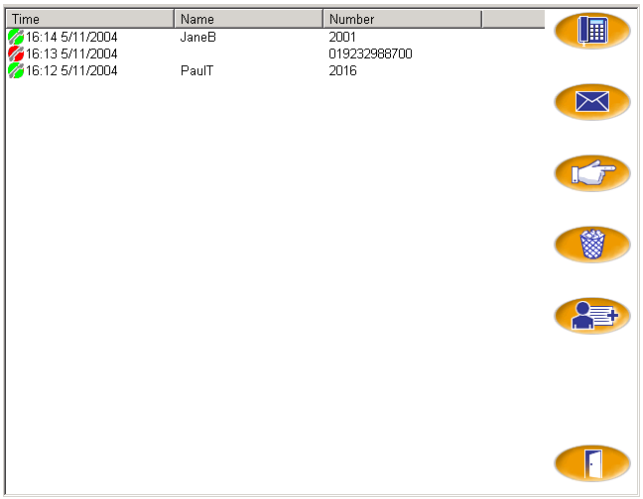
3 The date and time of when you made the call will be displayed, together

with the Name of the User/Contact, if this information is available, and the number that you dialled.

4 Select the call to be redialled (by clicking in the Time column).

5 Select the Dial icon or press **Enter** and the call will be made (or double click the entry).

6 The Call Status screen will appear displaying whom you are ringing, your name and any other information held on the system if available.



Please note:

- The last 18 calls made will be displayed.
- The Green icon represents an answered call
- The Red icon represents a call that was not answered

To delete an entry select the Delete icon or press **Delete**.

The Further Numbers icon will allow you to dial another number, eg mobile number, stored for a User or Contact if the number is recognised by the system.

The New Contact icon will allow you to either create a new Contact where the external number will automatically populate the Telephone field or view the User Details for the internal number selected.

For further information on Using the User Directory please refer to page 45 and for further information on Working with Contacts please refer to page 52.

Select the Exit icon or press **Esc** to exit from the Redial Number list.

Displaying a Web Page or Directory

Using a Web Page

Each User of the telephone system including yourself can be configured so that a specific web page is displayed when you make a call and/or receive a call. This could be a web page accessed via the Internet or stored on your company's Intranet or the telephone system's internal web server. This could be useful if you wish to have access to sales information when talking to customers or access to company information when in a conversation with a specific member of staff. The web page can be displayed either by the press of a button when you choose or automatically before a call is answered or after a call is answered

To display the configured web page, select the Information icon.

If a web page appears automatically when you make a call to or receive a call and you wish to view Call Status select the Exit icon.

Please refer to your System Administrator for further details.

Displaying a Directory

Each User of the telephone system including you can be configured so that either the Users or Departments directory or your Favourites (Speed Dials) will automatically appear after a call you have made or received is answered. This is particularly useful if you need to be able to quickly and easily transfer calls.

If a directory is displayed after a call you have made or received is answered please refer to the relevant section in this manual to find out how to handling the call using this directory – Favourites - page 38, Users - page 46 and Departments - page 50.

If you do not wish to use the Directory displayed select the Exit icon to return to Call Status.

Please refer to your System Administrator for further details.

Parking a Call

This facility allows calls to be put on hold in a system area so that the call can be picked up from any other extension on the system. The PCS provides four Park icons to access Park slots 1, 2, 3 and 4. If a call is parked via one of these Park icons all users of a PCS 400/410, 100, 50 and Operators Console will see the call parked and can retrieve the call if required.

Park a Call

1 Select one of the four Park icons.

2 The details of the caller will be displayed on the Park icon.

Pick up a Parked Call

1 Lift your handset or select the Speaker icon and you will be presented with the Dial Pad.

2 Select the relevant Park icon

Please note:

- If you pick up a parked call while in the progress of another call, this call will be automatically parked in the next available slot.
- To pick up a parked call via an analogue handset please refer to your System Administrator for the relevant short code.
- If you are unable to pick up a call parked by a colleague you may be operating within a different "Company" to your colleague. Please refer to your System Administrator for further details.
- If you belong to a "Company" this Company may be configured with a Park Timeout. This means that when you park a call it will be represented to you after the time configured. By default, this is set to 5 minutes. A represented call can be answered in the normal way. Please refer to your System Administrator for further details.
- By default the four Park icons displayed in Call Status are configured to access Park slots 1, 2, 3 and 4. However if you wish the icons to access alternative Park slots in order to create either group or "private" park slots please refer to your System Administrator for further assistance.

Call Pick up

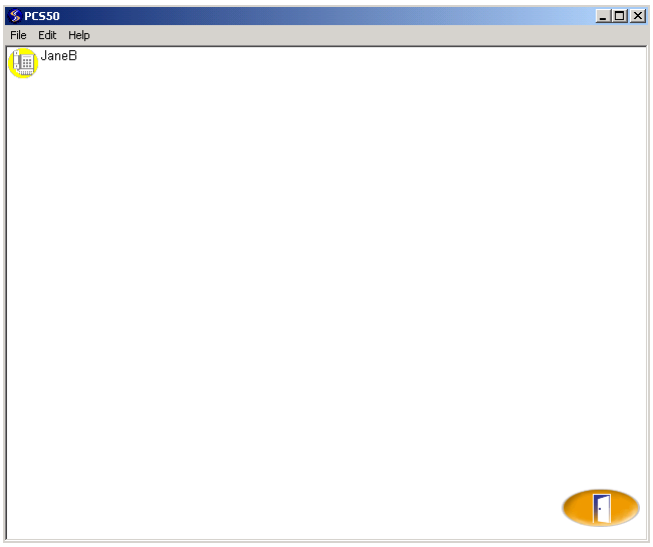
You can pick up a call ringing on another extension via the Pick Up screen. This is useful if, for example, you wish to answer your colleague's phone when they are not at their desk.

1 Lift your handset or select the Speaker icon.

2 Select the Pick Up icon.

3 Each ringing extension will be displayed.

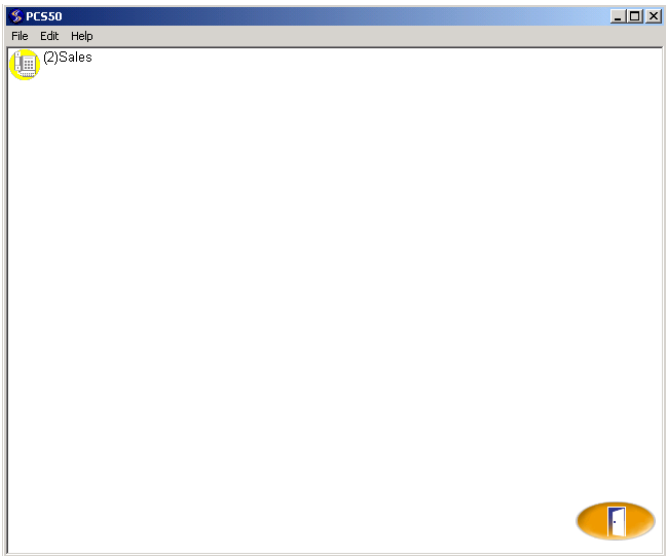
4 Click on the relevant icon to pick up the call.



Please note:

- If you are currently on a call when you pick up a ringing call your original call will be parked in the first available park slot. Please refer to page 15 for further information on parking a call.
- If you are a member of a "Company" (a feature of the telephone system) you will only be able to pick up calls from extensions that are members of the same company and you will need to add the relevant extensions to your Speed Dials list. Please refer to your System Administrator for further information on Companies and please refer to page 36 for information on Speed Dials.

The Call Pick Up screen will also display calls ringing for a Department and the number of calls waiting to be answered. Click on the relevant icon to pick up the call. You do not have to be a member of the Department to pick up a Department call.



For further information on Departments please refer to page 48.

Switch to Hands Free

(PCS 400/410 only)

You may wish to switch between hands free and handset operation without interrupting the call.

From handset to hands free – select the Speaker icon and replace the handset
From hands free to handset – lift the handset

Please note: If you select the Speaker icon while in hands free mode you will end the call.

Mute a Call

(PCS 400/410 and PCS 50 as an IP Phone only)

You may wish to prevent the caller from hearing your conversation with another colleague, for example.

Select the Mute icon to mute your call.

Select the Mute icon to turn this feature off.

Changing the Volume

(PCS 400/410 and PCS 50 as an IP Phone only)

You can change the ringing volume and conversation volume at any time during or before a call.

Changing the Volume before a call

1 Select the Speaker icon.

or 2 Select the Volume Up or Down icons as required.

Select the Exit icon to return to your Home Page.

Changing the Volume during a ringing call

1 The Call Status screen will appear when a call is received.

or

2 Select the Volume Up or Down icons as required.

3 The ringing volume will increase or decrease.

Changing the Volume during a call

1 Answer the call in the normal way.

or

2 Select the Volume Up or Down icons as required.

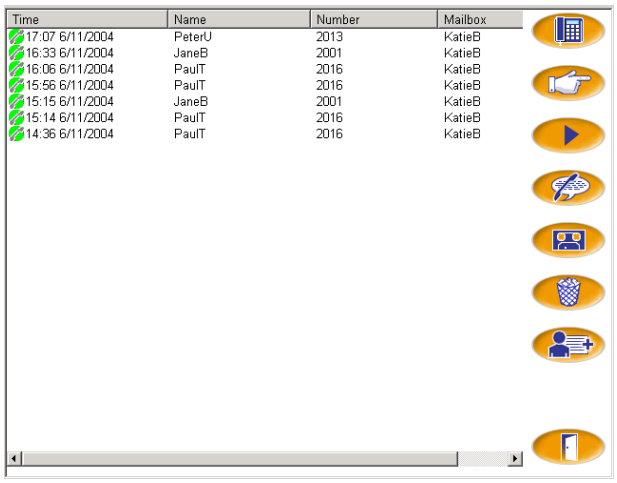
3 The volume of your handset will increase or decrease.

Incoming Call History

Incoming internal and external calls that you have answered will be logged in your Incoming Call History.

View your Incoming Call History

From the Call Control toolbar select the Messages icon to view the Incoming Call History.



The green icon indicates an answered call.

The time and date of the call will be displayed; together with the caller's number and, if this number is recognised by the system, the Name of the caller.

The Mailbox column will indicate the recipient of the call (this is relevant if you are a member of a Department – pleaser refer to page 48 for further details, or a colleague has forwarded his calls to your extension).

Entries are listed in date and time order with the newest at the top.

Each column displayed in the Incoming Call List can be resized by pointing at the line to the right of the column title with your mouse, finger or stylus. A double headed arrow shape will appear. Hold down your mouse/finger/stylus and move the column to the left or right.

Your last 10 answered calls will be listed. If this number is exceeded the oldest will be deleted.

The Further Numbers icon will allow you to dial another number, eg mobile number, stored for a User or Contact if the number is recognised by the system.

The New Contact icon will allow you to either create a new Contact where the external number will automatically populate the Telephone field or view the User Details for the internal number selected.

For further information on Using the User Directory please refer to page 45 and for further information on Working with Contacts please refer to page 52.

The Incoming Call History will also display your missed calls (please refer to page 21 for further details) and your Voicemail messages (please refer to page 63 for further details).

Select the Exit icon or press **Esc** to return to your Home Page.

Redial a previous caller

Each incoming call answered by your PCS will be logged in your Incoming Call History. The number received with these calls can be dialled directly from this list.

1 From the Call Control toolbar select the Messages icon. The Incoming Call History will appear.

2 Select the call to be dialled (by clicking under the Time column).

3 Select the Dial icon or press **Enter** and the call will be made.

or

3 Double click the number and the call will be made.

If the caller's number has been withheld or not received by the system this facility will not be available. The Number column will indicate if the caller's telephone number has been received.

Delete an Incoming Call

The Incoming Call History will display the last 10 answered calls and will delete the oldest once this number has been exceeded, however you can manually delete an entry if required.

1 From the Call Control toolbar select the Messages icon. The Incoming Call History will appear.

2 Select the call to be deleted (by clicking under the Time column).

3 Select the Delete icon.

Select the Exit icon or press **Esc** to return to your Home Page.

Nuisance Calls

If the Nuisance Number icon appears within the Incoming Call List screen this means your telephone system has been configured to allow you to black list incoming external numbers as follows:

1 From the Call Control toolbar select the Messages icon. The Incoming Call History will appear.

2 Select the call (by clicking under the Time column) which displays the external number you wish to black list.

3 Select the Nuisance Number icon.

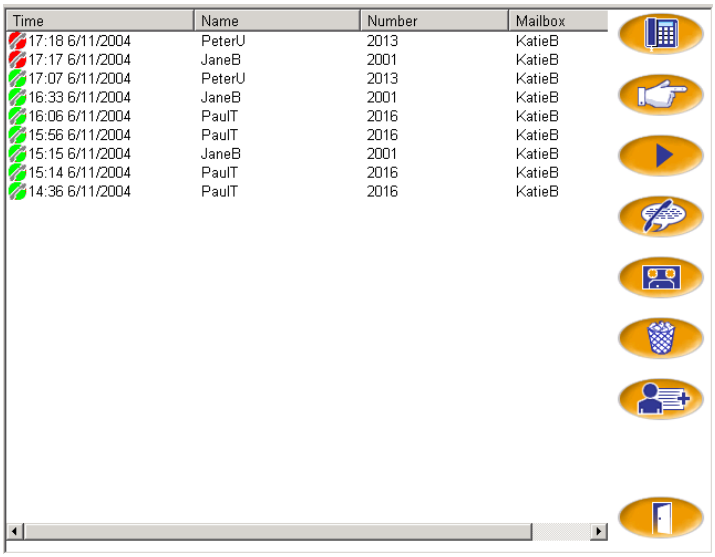
You will no longer receive a call from this external number; the caller will either be routed to another User or Department to handle the call or played a message. Please refer to your System Administrator for further information.

Missed Calls

When a call has been received by your PCS that you did not answer this call will be logged as a missed call. The Missed Call icon will be displayed. If you are using a PCS 50 the icon on your Task Bar will also flash.

View your Missed Calls

From the Call Control toolbar select the Missed Call icon. The Incoming Call History will appear.



The red icon indicates a missed call.

The time and date of the call will be displayed; together with the caller's number and, if this number is recognised by the system, the Name of the caller.

Entries are listed in date and time order with the newest at the top.

The Mailbox column will indicate the recipient of the call (this is relevant if you are a member of a Department – please refer to page 48 for further details).

Your last 10 missed calls will be displayed. If this number is exceeded the oldest will be deleted.

Select the Exit icon or press **Esc** to return to your Home Page.

You can return to this list at any time by selecting the Messages icon.

Return a Missed Call

or

1 From the Call Control toolbar select the Missed Call icon or Messages icon. The Incoming Call History will appear.

2 Select the call to be returned (by clicking under the Time column).

3 Select the Dial icon or press **Enter** and the call will be made (or double click the entry).

or

3 Double click the number and the call will be made.

If the caller's number has been withheld or not received by the system this facility will not be available. The Number column will indicate if the caller's telephone number has been received.

Delete a Missed Call

The Incoming Call History will display the last 10 missed calls and will delete the oldest once this number has been exceeded, however you can manually delete an entry if required.

or

1 From the Call Control toolbar select the Missed Call icon or Messages icon. The Incoming Call History will appear.

2 Select the call to be deleted (by clicking under the Time column).

3 Select the Delete icon.

Select the Exit icon or press **Esc** to return to your Home Page.

Conferencing

Creating a Conference call

The conferencing facility allows you to create a 3-way conversation between yourself and two internal and/or external calls. (Please note that this feature must be enabled on your telephone system. Please refer to your System Administrator if this feature is not available.)

1 Lift the handset or select the Speaker icon. You will be presented with the Dial Pad.

2 Dial the first number required (internal or external number).

3 Once the call has been answered, place the call on hold (select the New Call icon).

4 Dial the second number required (internal or external number).

5 Once the call has been answered, select the Conference icon. The two calls and you are now in a 3-way conversation.

Cancel a Conference call

You may wish to cancel the conference and return to a 2-way conversation with your two calls.

Select the In Conference icon. You will return to the call displayed in Call Status.

Use the Switch icon to switch between the two calls. Each call can then be transferred or ended in the normal way.

If you select the Reject Call icon while on a conference call you will hang up the call displayed in Call Status and return to a 2-way conversation with the other call.

End a Conference call

Select the Speaker icon or replace the handset. All calls will be cancelled.

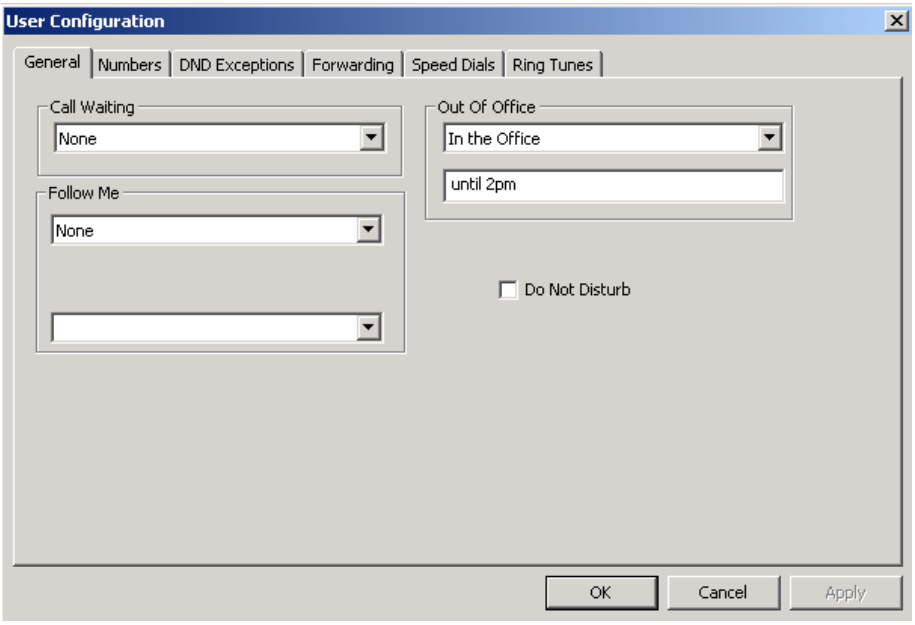
Note: When used on the PCS 400/410 the Speaker icon will only end the call if used in hands free mode otherwise this icon will switch from handset to hands free mode – please refer to page 16 for further details.

User Configuration

Configuration of your extension settings and details can be changed via the User Configuration form.

1 From the Call Control toolbar select the More Option icon.

2 Select the User Preferences icon.



When using a PCS 400/410 an on-screen keyboard can be displayed with this form via the following methods:

Beside any field where text can be entered the More button is available. By pressing this button the on-screen keyboard will be displayed. Select OK or Cancel to finish.

Alternatively, the on-screen keyboard can be permanently displayed as follows:

1 Select the More Options icon twice.

2 Select the Keyboard Off icon.

Select the Keyboard On icon to turn off the on-screen keyboard

Please note: if the Speed Dials tab and Ring Tunes tab are the only tabs that appear in your User Configuration form you have been given restricted access to this dialogue box. Please refer to your System Administrator for further information.

Calibration
(PCS 400/410 only)

This facility will allow you to ensure that the stylus is pointing to the correct place on the screen.

Call Waiting

The Call Waiting feature allows you to receive a second call while connected to another call.

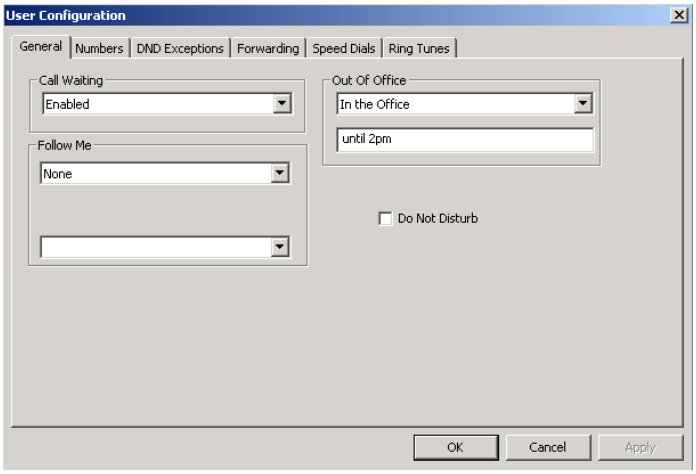
Turn on Call Waiting

1 Select the User Preferences icon.

2 Select the General tab.

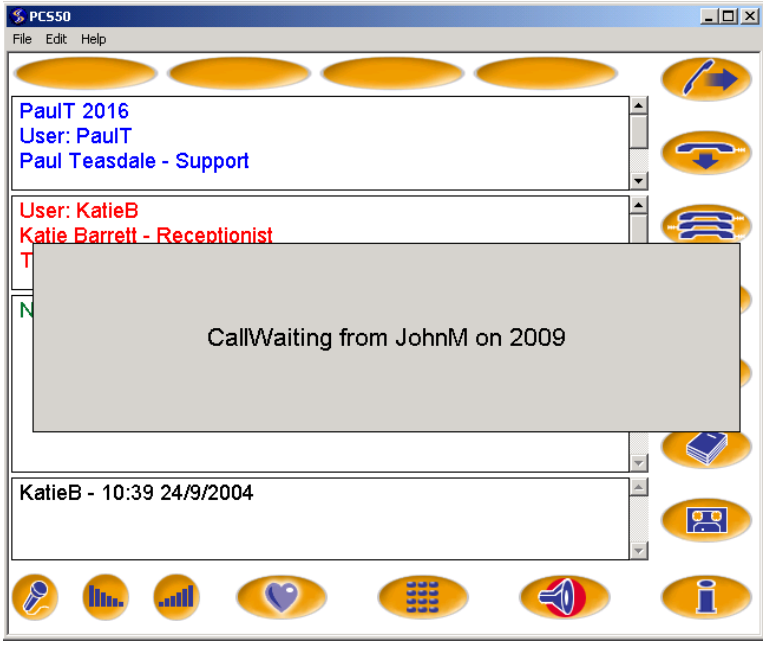
3 From the Call Waiting list box select Enabled.

4 Select OK.



Handling a waiting call

1 When a second call is received you will hear an intermittent beep in your handset and the Call Waiting message will appear on the screen. This message will disappear after a few seconds or alternatively click on the message.



2 The Switch icon will appear on the right hand side of the screen. Select the Switch icon to view the caller's details. Your first call will be placed on hold.

3 Select the Answer icon or press **Enter** to answer the second call.

or

3 Select the Reject Call icon and the call will be cancelled or passed to your Forward on Busy number (if enabled) or passed directly to voicemail (if enabled). You will be returned to your previous call.

When you have two calls active on your phone you can:

Use the Switch icon to switch between the two calls.

Select the Conference icon to create a 3-way conference with you and the two calls.

If you choose to ignore a call waiting on your phone, ie you do not select the Switch icon, the caller will be automatically passed to your Forward on No Answer number (if set) or to voicemail (if enabled), otherwise the call will continue to ring on your extension.

If you select the Switch icon and choose not to answer or choose to reject the call waiting the caller will be automatically passed to your Forward on No Answer number (if set) or to voicemail (if enabled) and you will be returned to your previous call.

Turn off the Intermittent Beep

When Call Waiting is enabled you may not wish to hear the intermittent beep when a second call is received and may wish to be informed visually on the PCS only. This tone can be turned off as follows:

1 Select the User Preferences icon.

2 Select the General tab.

3 From the Call Waiting list box select No Tone.

4 Select OK.

When the No Tone option is turned on the Call Waiting message will appear on the screen and the Switch icon will become available both which indicate you have received a second call. Handle the call as described above.

Turn off the Intermittent Beep in the headset only

(PCS 50 as a partner only)

When Call Waiting is enabled you may not wish to hear the intermittent beep in your headset when a second call is received but may still wish to hear the beep via the PCS 50. This feature can be set as follows:

1 Select the User Preferences icon.

2 Select the General tab.

3 From the Call Waiting list box select Phone Tools.

4 Select OK.

Please note: your PC must have a sound card in order for you to hear the intermittent beep.

Turn off Call Waiting

1 Select the User Preferences icon.

2 Select the General tab.

3 From the Call Waiting list box select None.

4 Select OK.

Call Forwarding

You may wish to forward your calls to another colleague or an external number, eg your mobile, while you are out of the office, not at your desk or on another call.

Please note:

- When Follow Me or Forwarding has been set your PCS or analogue handset will provide a broken dial tone to remind you that this feature has been enabled.
- If your calls are forwarded to an internal extension and that extension is not answered or busy the caller will be passed to your voicemail and the call will be logged as a missed call on your PCS.

Using Follow Me

This facility allows you to configure your extension so that your calls follow you to an internal extension or to an external number, eg your mobile, when you are, eg working at another desk, working at home etc.

Turn on Follow Me

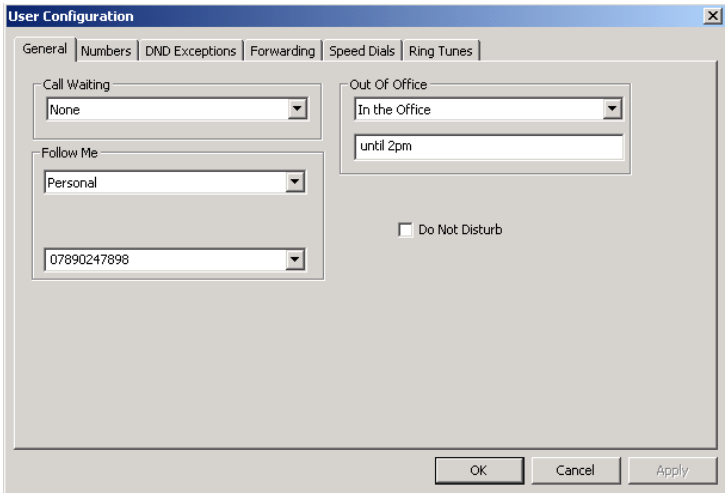
1 Select the User Preferences icon.

2 Select the General tab.

3 From the Follow Me list box select either:
- Personal – all calls to your extension and direct line number will be forwarded
- Dual Personal – all calls to your extension and direct line number will be forwarded, however your extension will also ring. This will ensure that you pick up the call wherever you are.
- All – all calls to your extension, direct line number and any Department calls will be forwarded
- Dual All – All calls to your extension, direct line number and any Department calls will be forwarded, however your extension will also ring. This will ensure that you pick up the call wherever you are.

4 In the Follow Me Number field enter the internal or external number to which calls are to be forwarded.

5 Select OK.



Please note: When you have Dual Personal or Dual All set you can set a different ring tune to play on your PCS to remind yourself that this feature has been set. Please refer to page 40 for further details.

(For information on Working as a member of a Department please refer to page 48.)

Turn off Follow Me

1 Select the User Preferences icon.

2 Select the General tab.

3 From the Follow Me list box select None.

4 Select OK.

Using Forward on Busy

You may wish to forward your calls only when you are on an existing call.

1 Select the User Preferences icon.

2 Select the Forwarding tab.

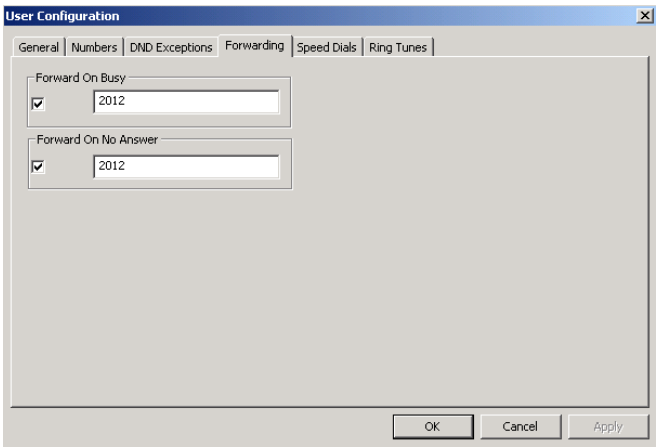
3 In the Forward on Busy Number field enter the internal or external number to which calls are to be forwarded.

4 To set this feature select the Forward on Busy tick box.

5 Select OK.

To turn off this feature un-tick the Forward On Busy tick box

When this feature is set, if you do not wish to answer an incoming call and wish the call to be passed to your Forward on Busy number select the Reject Call icon.



Using Forward on No Answer

You may wish to forward your calls only when you are unable to answer your phone when, for example, you have left your desk temporarily or are in a meeting.

1 Select the User Preferences icon.

2 Select the Forwarding tab.

3 In the Forward on No Answer Number field enter the internal or external number to which calls are to be forwarded.

4 To set this feature select the Forward on No Answer tick box.

5 Select OK.

By default, your extension will ring for 20 seconds before your extension is considered not answered. Your System Administrator will be able to tell you if this default setting has been changed.

To turn off this feature un-tick the Forward On No Answer tick box

Receiving a Forwarded Call

If a colleague's calls have been forwarded to your extension when you receive a forwarded call the colleague's details will be displayed in the Call Status screen to enable you to identify and answer the call correctly.

When using a PCS 50 the floating text displayed on your PC screen when a call is received will also display your colleague's name when their calls have been forwarded to you. (To enable or disable this feature please refer to page 76.)

Amy Stewart on 2010
for Sebastian Falks

Out of Office Message

When you are unable to answer your phone you may wish to inform your colleagues of your whereabouts and when you will be available. An Out of Office Message can be configured and this will be displayed on your colleagues' PCS when they attempt to call you.

Setting an Out of Office Message

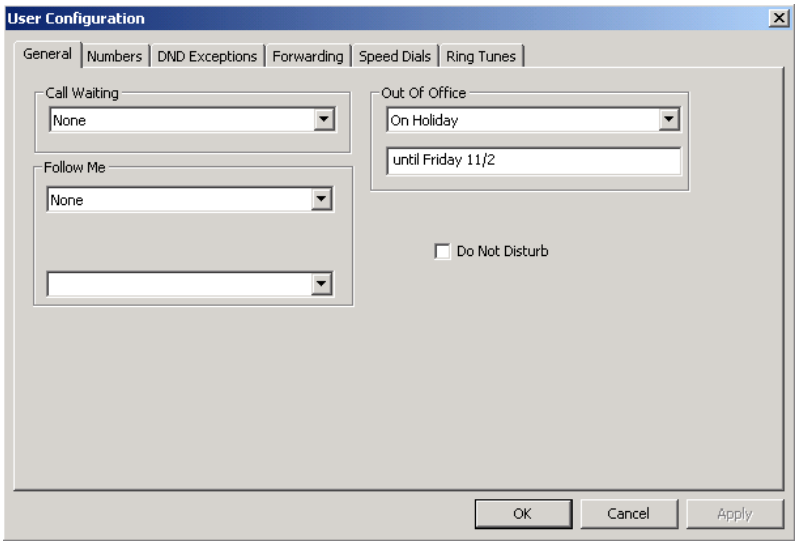
1 Select the User Preferences icon.

2 Select the General tab.

3 From the Out of Office list box select either:
- In Meeting
- At Lunch
- On Holiday
- Off Site

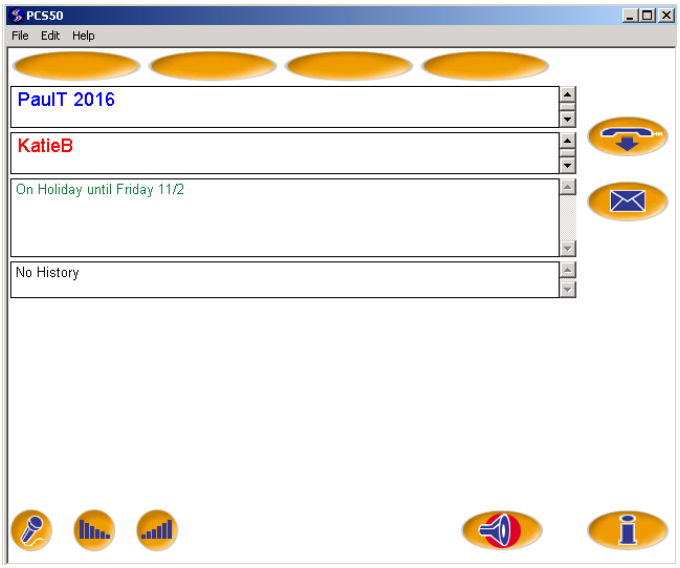
4 In the Out of Office text box enter the message that will accompany the above message eg "until Monday", "until 3 pm" etc.

5 Select OK.



Making a call to a colleague with an Out of Office message

If a colleague has an Out of Office message set this information will appear in the Notes section of the Call Status screen. This feature will not change the manner in which your call is handled.



Remove an Out of Office message

1 Select the User Preferences icon.

2 Select the General tab.

3 From the Out of Office list box select "In the Office".

4 Select OK.

You do not need to remove the text from the Out of Office text box. This text can remain to be used next time you turn on an Out of Office message.

Do Not Disturb

The Do Not Disturb feature allows you to set your extension as permanently busy. This is useful if, for example, you are in a meeting and do not wish to be disturbed.

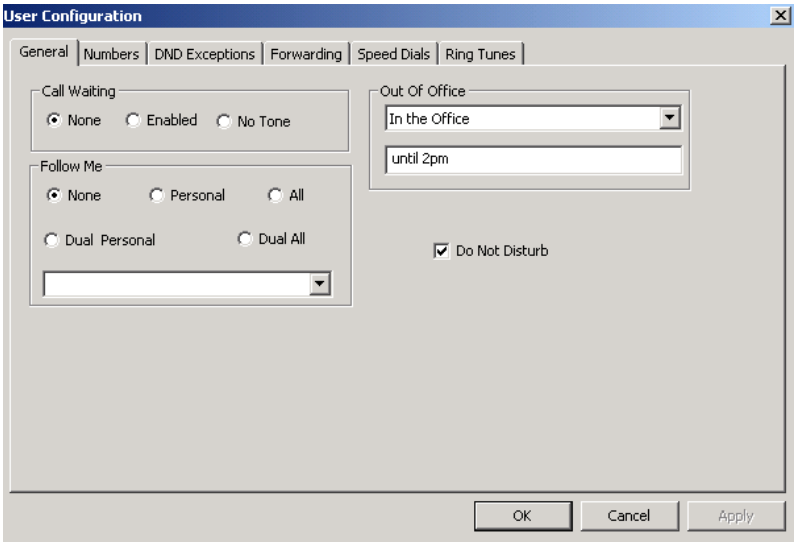
Turn on Do Not Disturb

1 Select the User Preferences icon.

2 Select the General tab.

3 Select the Do Not Disturb tick box.

4 Select OK.



Your calls will be automatically passed to voicemail (if enabled) or to your Forward on Busy number if configured. The call will be logged in your Missed Calls list.

When viewing the Users Directory other users of a PCS will be informed that you have Do Not Disturb set. Please refer to page 45 for further details.

Please note: When Do Not Disturb has been set:

1 Your PCS or analogue handset will provide a broken dial tone to remind you that this feature has been enabled.

2 Your Speaker icon will be displayed with a blue background

Turn off Do Not Disturb

1 Select the User Preferences icon.

2 Select the General tab.

3 Un-tick the Do Not Disturb tick box.

4 Select OK.

Setting a Do Not Disturb Exception Number

If you wish to set Do Not Disturb but need to receive a call from a specific colleague or external number you can set this number as a Do Not Disturb Exception.

1 Select the User Preferences icon.

2 Select the DND Exceptions tab.

PCS 50 only

3 In the Do Not Disturb Exception Number field (at the bottom) enter the internal or external number required.

4 Select Add.

PCS 400/410 only

3 Select Add.

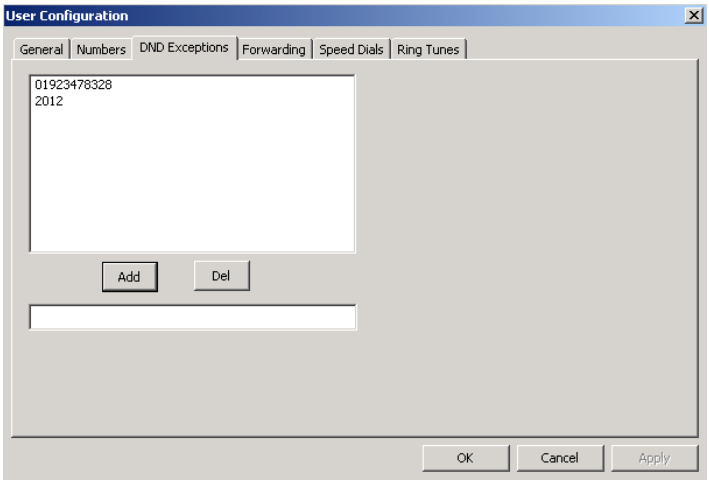
4 In the DND Exception field enter the internal or external number required.

5 Select OK.

6 The number will appear in the DND Exceptions list.

7 Select OK

This now means that whenever you set Do Not Disturb you will not receive any calls except from your Do Not Disturb Exception numbers.



Remove a Do Not Disturb Exception Number

1 Select the User Preferences icon.

2 Select the DND Exceptions tab.

3 Select the number to be removed.

4 Select Del.

5 Select OK.

When you turn off Do Not Disturb you do not need to delete your Exception numbers at the same time. These numbers can stay in the list to be used next time you turn on Do Not Disturb.

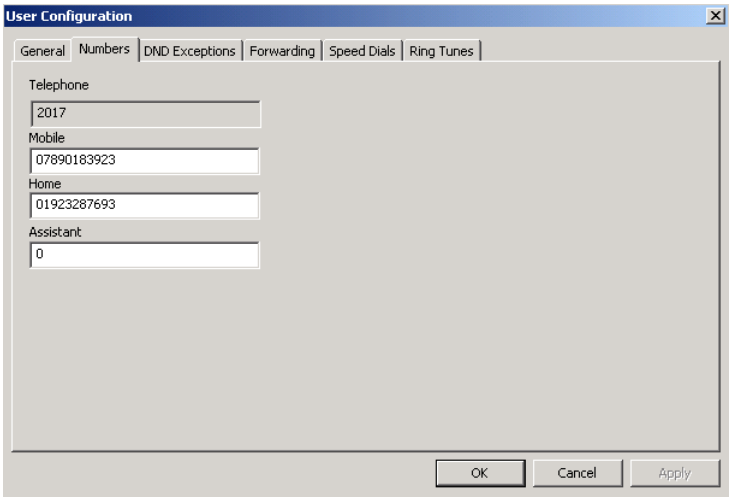
Entering Further Numbers

Your home and mobile number can be entered on the telephone system as follows:

1 Select the User Preferences icon.

2 Select the Numbers tab.

3 Enter your Home and/or Mobile number in the relevant field.



These numbers are used:

1 To identify you when you make a call from your home or mobile telephones. Your name and details will appear in Call Status.
2 By the Users Directory (please refer to page 45 for further details)
3 By voicemail when accessing your messages from an external telephone (please refer to your System Administrator for further details)

Please note that:
- you can not change your extension number
- if the Mobile and Home fields are grey then you are unable to edit these fields. Please refer to your System Administrator for further details.

Please refer to page 67 for details on using the Assistant field.

Speed Dials (Favourites)

The Speed Dial section of your User Configuration form allows you to set up your own personal list of regularly used telephone numbers (internal or external). Speed Dials are displayed in your Favourites list and within Call Status. Speed Dials set up for internal extensions will also act as Busy Lamp Fields (BLF), in other words they will indicate when that User is on the phone.

Creating a Speed Dial

1 Select the User Preferences icon.
2 Select the Speed Dial tab.

PCS 50 only:

3 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.
4 In the Telephone Number field enter the number to be dialled (internal or

external number).

5 Select Add.

PCS 400/410 only:

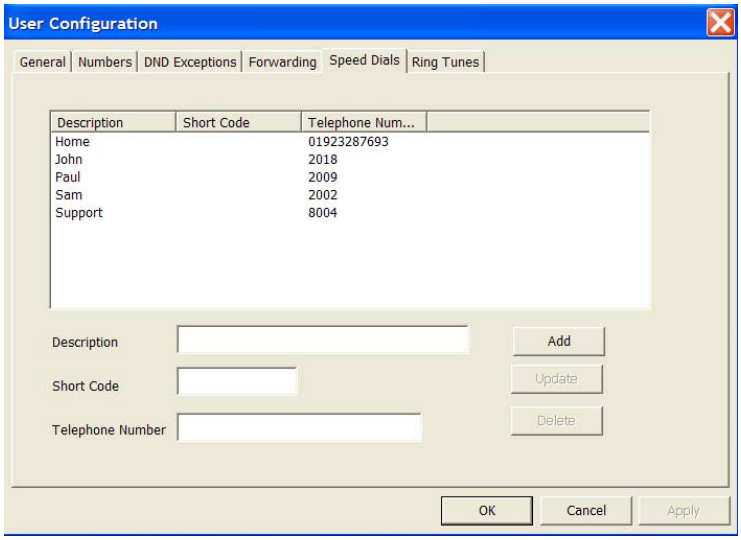
3 Select Add

4 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.

5 In the Telephone Number field enter the number to be dialled (internal or external number).

6 Select OK.

7 Select OK to finish.



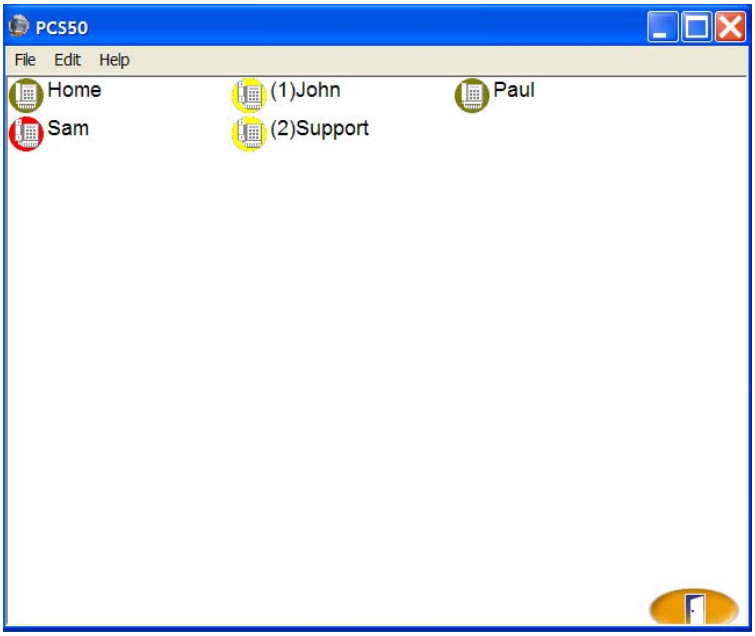
Making a call with a Speed Dial

1 From your Call Control toolbar select the Favourites icon and your Speed Dials will be displayed.

2 Select the Speed Dial required and a call will be made automatically.

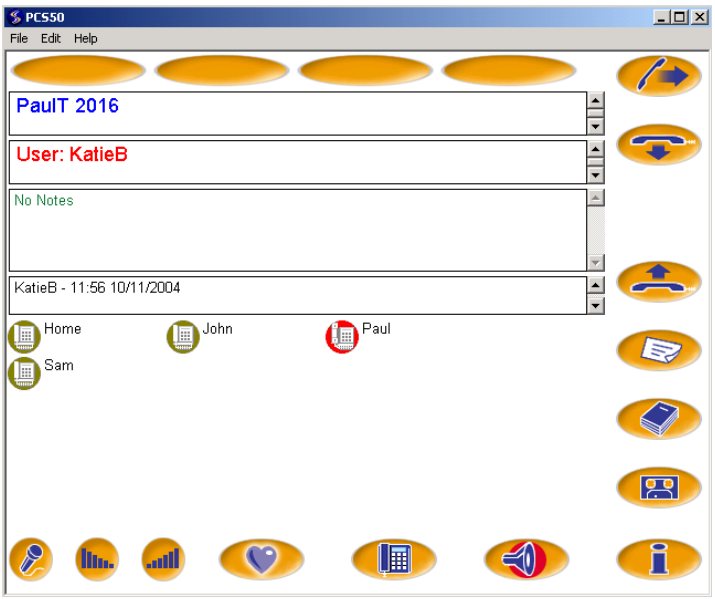
If an internal Speed Dial is displayed with a red background this means the User is currently busy.

If an internal Speed Dial is flashing between a yellow and red background this means that either the User's extension is currently ringing or there are calls queuing for that Department. The number of calls waiting to be answered will be displayed.



Transfer a call via a Speed Dial

Your Speed Dials are displayed within Call Status to allow you to quickly and easily transfer a call.



1 Select the Speed Dial required.

2 The original call will be placed on hold and the new call will be made.

3 Select the Transfer icon to complete the transfer.

For further information on transferring calls please refer to page 10.

Assigning a Short Code to a Speed Dial

For the numbers that you dial regularly you may find it easier to assign a short code to a Speed Dial so, for example, you could dial just 33 to ring 01639253492.

1 Select the User Preferences icon.

2 Select the Speed Dials tab.

PCS 50 only

3 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.

4 In the Short Code field enter the code you will use to quick dial the number.

5 In the Telephone Number field enter the number to be dialled (internal or external number).

6 Select Add.

PCS 400/410 only

3 Select Add.

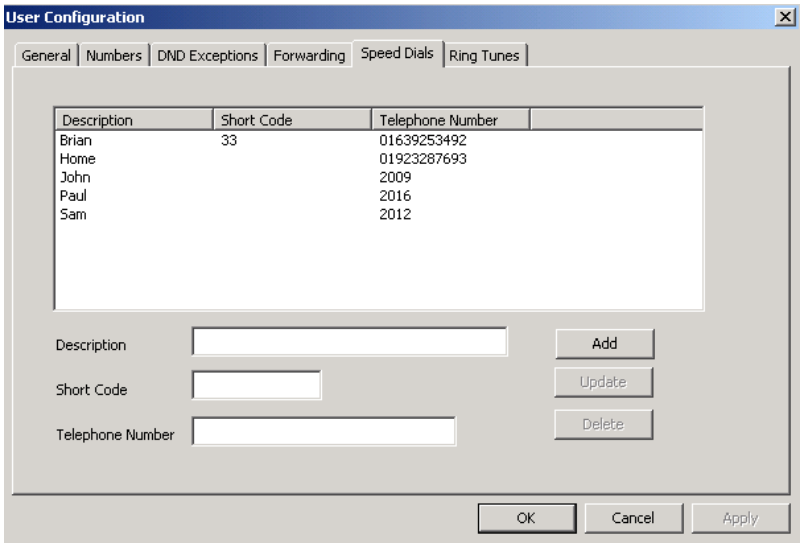
4 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.

5 In the Short Code field enter the code you will use to quick dial the number.

6 In the Telephone Number field enter the number to be dialled (internal or external number).

7 Select OK.

8 Select OK to finish.



Please note: Ensure that the Short Code that you use is not the same as a short code you are already using for other system functionality provided by your System Administrator.

Amending a Speed Dial

1 Select the User Preferences icon.
2 Select the Speed Dials tab.
3 Select the Speed Dial to be amended.
4 Make the changes required in the Description, Short Code or Telephone fields.
5 Select Update.
6 Select OK.

Delete a Speed Dial

1 Select the User Preferences icon.
2 Select the Speed Dials tab.
3 Select the Speed Dial to be deleted.
4 Select Delete.
5 Select OK.

Changing your Ring Tunes

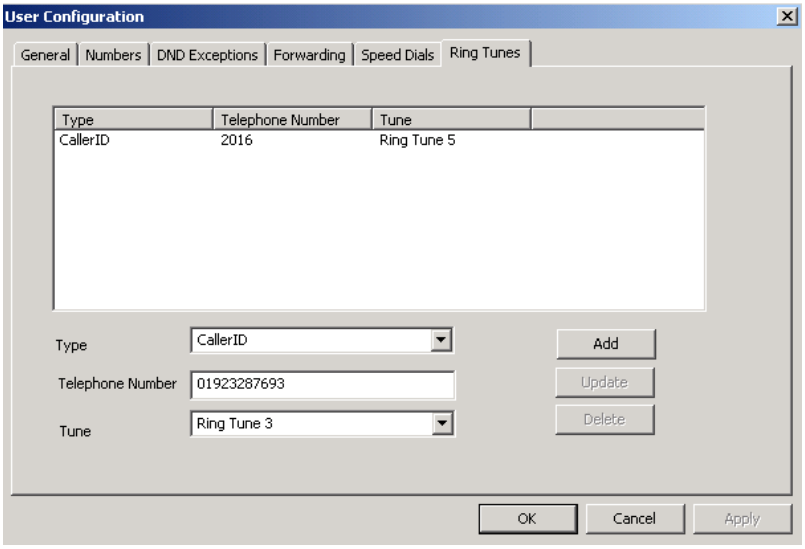
By default, you will be able to recognise an incoming external call from an incoming internal call by the ring tone that you hear. You may wish to change these ring tones.

1 Select the User Preferences icon.
2 Select the Ring Tunes tab.
3 From the Type list box select Internal or External.
4 From the Tune list box select the Tune required.
5 Select the Add button. The new entry will appear in the Ring Tunes list.
6 Select OK.

You may also wish to assign a ring tune to a specific number so that when you receive a call from a specific colleague or customer, for example, you will be able to recognise their call immediately.

1 Select the User Preferences icon.
2 Select the Ring Tunes tab.

3 From the Type list box select Caller ID.
4 In the Telephone Number field enter the incoming number. This can be an internal or external number.
5 From the Tune list box select the Tune required.
6 Select the Add button. The new entry will appear in the Ring Tunes list.
7 Select OK.



If you are a member of a Department you may wish to distinguish between a personal call and a Department call.

1 Select the User Preferences icon.
2 Select the Ring Tunes tab.
3 From the Type list box select Destination.
4 In the Telephone Number field enter the relevant number. If you wish to differentiate your personal calls from other calls enter your extension number here. If you wish to differentiate calls to a specific Department, enter the Department extension number here (please refer to your System Administrator if you are unsure which number to use here).
5 From the Tune list box select the Tune required.
6 Select the Add button. The new entry will appear in the Ring Tunes list..
7 Select OK.

For further information on Working as a member of a Department please refer to page 48.

If you have Follow Me Dual Personal or Dual All set (please refer to page 29 for further details) you may wish to have a different ring tune played on your extension to remind you that this feature has been set.

1 Select the User Preferences icon.

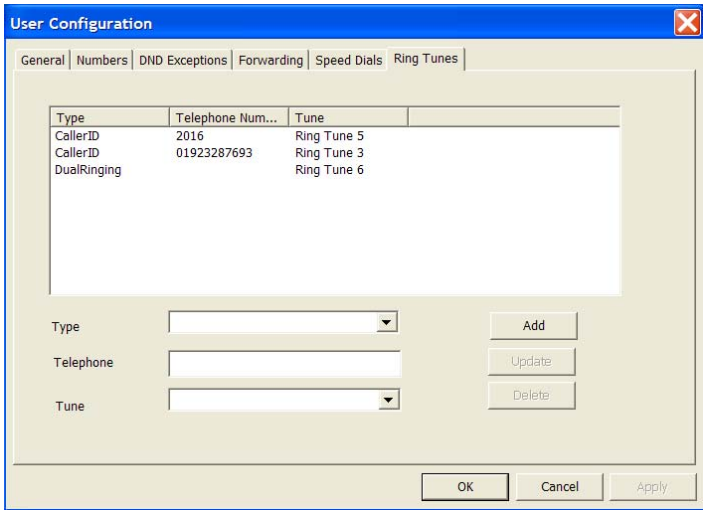
2 Select the Ring Tunes tab.

3 From the Type list box select Dual Ringing.

4 From the Tune list box select the Tune required.

5 Select the Add button. The new entry will appear in the Ring Tunes list.

6 Select OK.



The System Type is used for calls generated by the telephone system, for example voicemail call-back. Please refer to your System Administrator for further information.

PCS 50 users - please note:

- Your PC must have a sound card in order to use the Ring Tunes facility and the selected ring tune will be played over your PC's speakers. If you are using the PCS 50 application to partner your analogue handset your analogue phone will still use one of its pre-set ringing cadences.
- If no ringing is required enter a tune number where no corresponding WAV file is stored on your PC. By default, this will be Ring Tune 7, 8, 9. Please refer to your system administrator for further information.

Using with the System Directories

Provided with the **max**imiser system is the ability to set up a database of contact information that can be accessed by your PCS. Your System Administrator is responsible for the maintenance of this database and will be able to assist you with your queries. The next section of this User Guide will explain how the PCS uses this database to provide directories of telephone numbers to help you to quickly and easily make calls.

Each Directory is provided with a Search facility to help you find the information you require as follows :

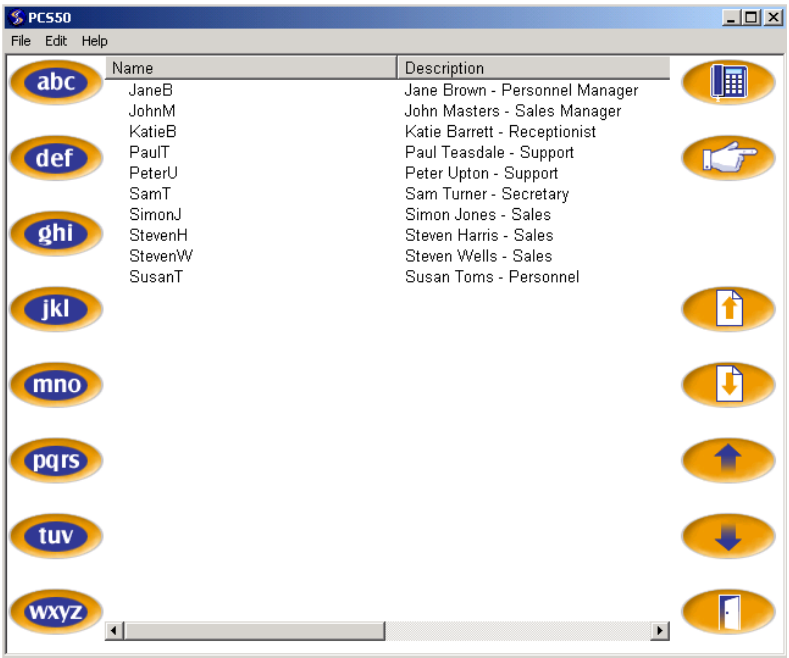
Select this icon the required number of times to search for the first letter of the name eg for names beginning with L select the icon three times.

Page Up

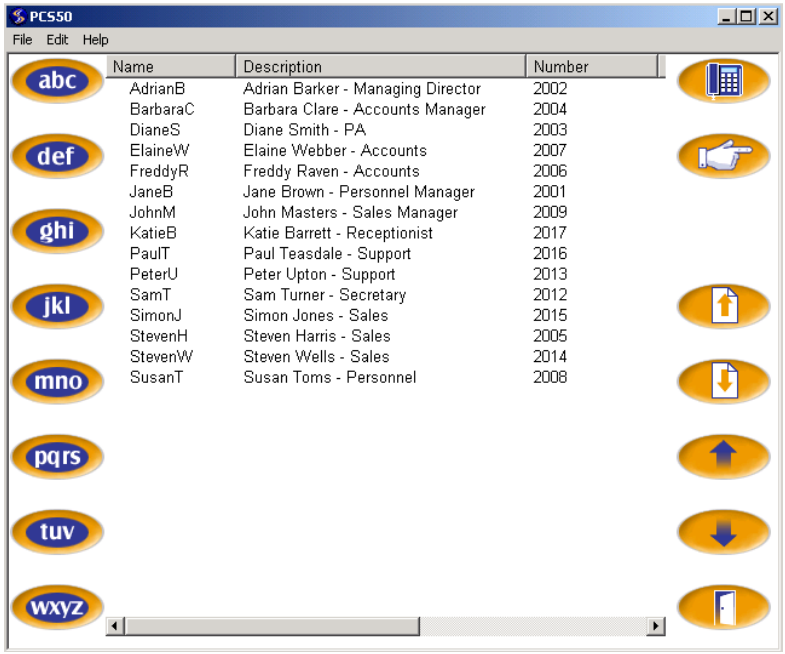
Page Down

Line Up

Line Down

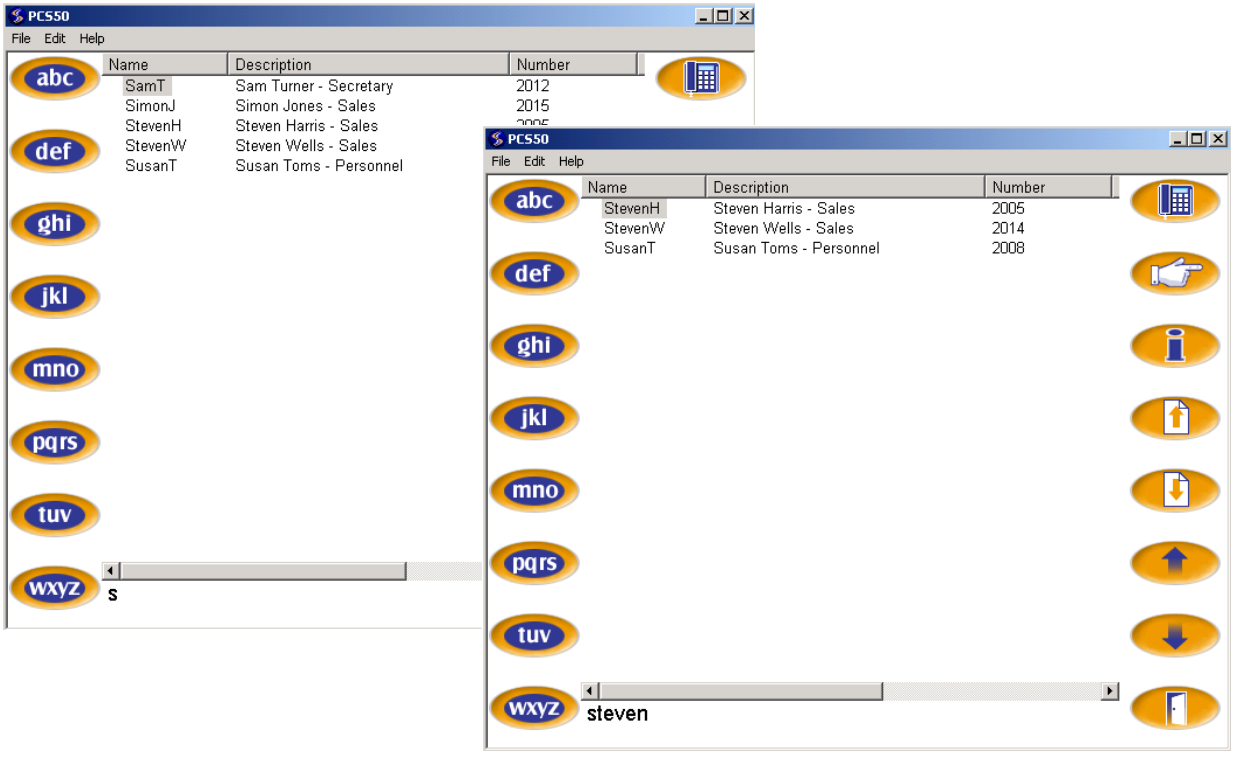


Each column displayed in a directory can be resized by pointing at the line to the right of the column title with your mouse, finger or stylus. A double headed arrow shape will appear. Hold down your mouse/finger/stylus and move the column to the left or right.



Text Search

Alternatively, if you have a keyboard, type the name that you require and a text box will appear at the bottom of the screen. As you type your search will be reduced until the name you require appears at the top of the list.

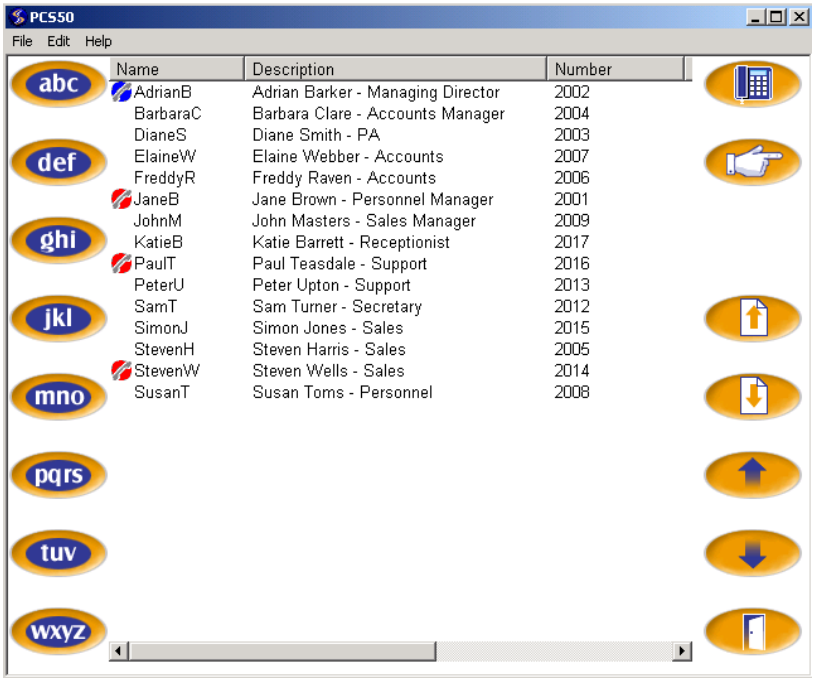


Users Directory

The Users Directory allows you to quickly and easily call a colleague without having to remember their extension numbers. It also makes it easy to transfer and re-direct calls.

You can also use this directory to view information stored on the system database, for example, a colleague's mobile or home number. These numbers can be used to make a call or transfer a call to a colleague's home or mobile.

The User Directory will also display if an extension is busy (red icon) or has Do Not Disturb set (blue icon).


PCS50
File Edit Help
abc
def
ghi
jkl
mno
pqrs
tuv
wxyz
Name Description Number
AdrianB Adrian Barker - Managing Director 2002
BarbaraC Barbara Clare - Accounts Manager 2004
DianeS Diane Smith - PA 2003
ElaineW Elaine Webber - Accounts 2007
FreddyR Freddy Raven - Accounts 2006
JaneB Jane Brown - Personnel Manager 2001
JohnM John Masters - Sales Manager 2009
KatieB Katie Barrett - Receptionist 2017
PaulT Paul Teasdale - Support 2016
PeterU Peter Upton - Support 2013
SamT Sam Turner - Secretary 2012
SimonJ Simon Jones - Sales 2015
StevenH Steven Harris - Sales 2005
StevenW Steven Wells - Sales 2014
SusanT Susan Toms - Personnel 2008

To exit from the Users Directory select the Exit icon or press **Esc**.

Making a Call via the Users Directory

1 From the Call Control toolbar select the Users icon. A list of the Users on your system will appear.

2 Use the Search facilities to find the User you require (see page 43 for further assistance).

3 Select the User required.

4 Select the Dial icon or press **Enter**.

or

4 Double click on the required User and the call will be made.

Transfer a Call via the Users Directory

1 Select the Look Up icon.

2 Select Users.

3 Select the User required then select the Dial icon or press **Enter**.

or

3 Double click on the User required.

4 The original call will be placed on hold and the new call will be made.

5 Select the Transfer icon or press **Enter** when ready.

For further information on transferring calls please refer to page 10.

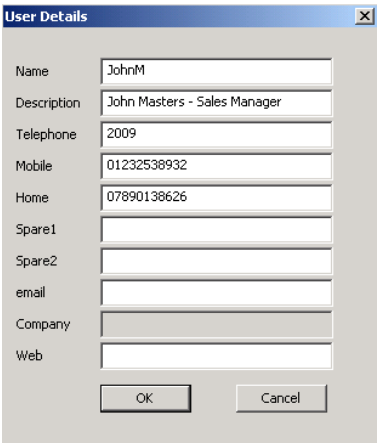
Viewing User Details

When a User has been selected within the Users Directory the Information icon will appear allowing you to view the details stored for that User on the telephone system.

1 From the Call Control toolbar select the Users icon. A list of the Users on your system will appear.

2 Select the User required.

3 Select the Information icon.



When ready, select Cancel to exit from the dialogue box.

Please note that you will only be able to amend your own details. Select OK to save any changes.

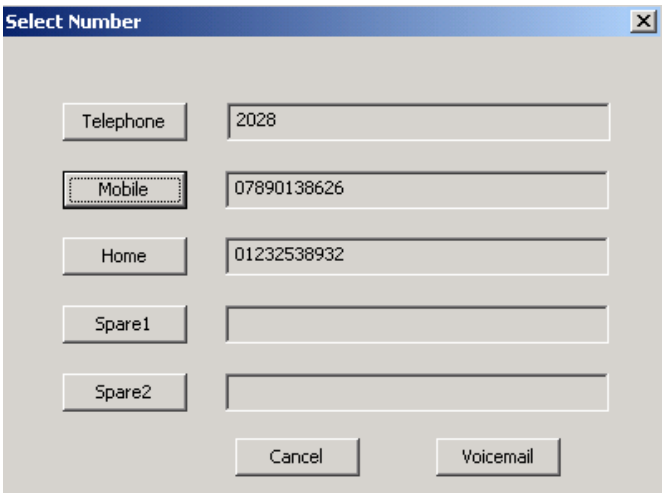
Making a call to a User's mobile or home number

1 From the Call Control toolbar select the Users icon. A list of the Users on your system will appear.

2 Select the User required.

3 Select the Further Numbers icon.

4 If you wish to dial the Mobile number select the Mobile button, if you wish to dial the Home number select the Home button etc.



Transferring a call to a User's mobile or home number

1 Select the Look Up icon.

2 Select Users.

3 Select the User required.

4 Select the Further Numbers icon.

5 If you wish to dial the Mobile number select the Mobile button, if you wish to dial the Home number select the Home button etc.

6 The original call will be placed on hold and the new call will be made.

7 Select the Transfer icon or press **Enter** when ready.

For further information on transferring calls please refer to page 10.

Departments

Departments are a feature of the **max**imiser system that allows calls to be routed efficiently to a group of Users by dialling one number either internally or externally.

The following describes the usage of your PCS when Departments are used on your **max**imiser system.

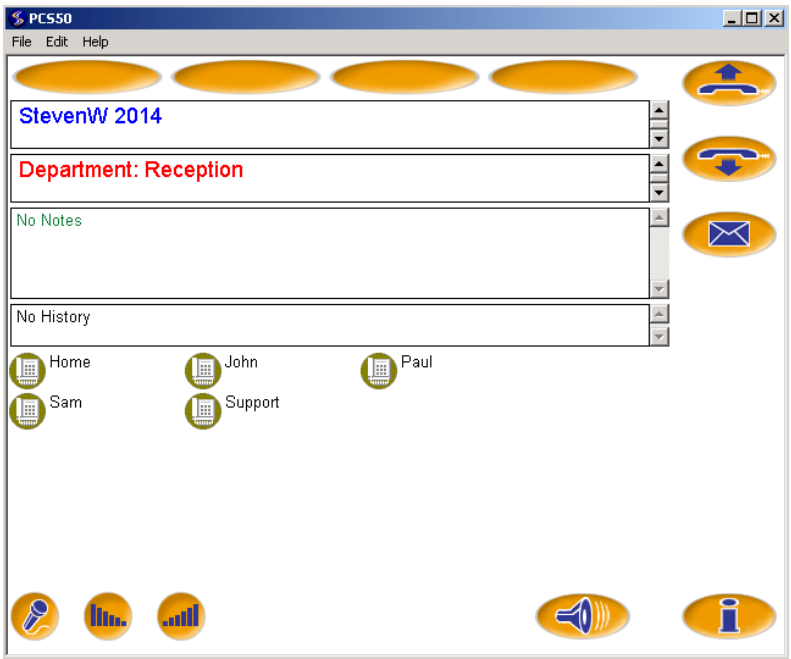
Working as a member of a Department

Due to your role in your company you may have been placed in a Group on the **max**imiser system. For example, if you are part of a Sales team you may be placed in a Sales Group, or part of a Reception team or part of a Support team you may have been placed in a Group. The purpose of creating Groups on your system is to ensure the efficient handling of incoming calls. For example, you may wish to ensure all incoming calls to Reception can be shared among several colleagues to ensure the calls are answered quickly, or you may wish to ensure that support calls are shared equally among the Support team.

A Department determines the routing of a call to a Group and your System Administrator will inform you if you will be receiving Department calls and how that Department is configured.

Receiving a Department Call

Instead of your details being displayed, Call Status will display the Department name together with any other relevant information such as the extension number (click within the Local Person/Number pane to view this information). This allows you to determine, before answering the call, whether you are receiving a personal or Department call and allows you to answer the call in the correct manner.



When using a PCS 50 the floating text displayed on your PC screen when a call is received will also display the name of the Department being called. (To enable or disable this feature please refer to page 76.)

Amy Stewart on 2010
for Accounts

Changing the Ring Tune for a Department call

You may wish to recognise that you are receiving a Department call via a different ring tune. This can be set up as follows:

1 Select the User Preferences icon.

2 Select the Ring Tunes tab.

3 From the Type list box select Destination.

4 In the Telephone Number field enter the Department extension number here (please refer to your System Administrator if you are unsure which number to use here.).

5 From the Tune list box select the Tune required.

6 Select the Add button. The new entry will appear in the Ring Tunes list.

7 Select OK.

For further information on Ring Tunes please refer to page 40.

Making an Call to a Department

You may wish to ring a Department in order to talk to any available member of, for example, the Personnel department rather than ringing one specific member of that department only to find they are not available and then having to ring another extension, etc.

1 Lift the handset or select the Speaker icon. You will be presented with the Dial Pad.

2 Dial the extension number of the Department required.

or

2 Select the Departments icon. A list of the Departments on your system will appear.

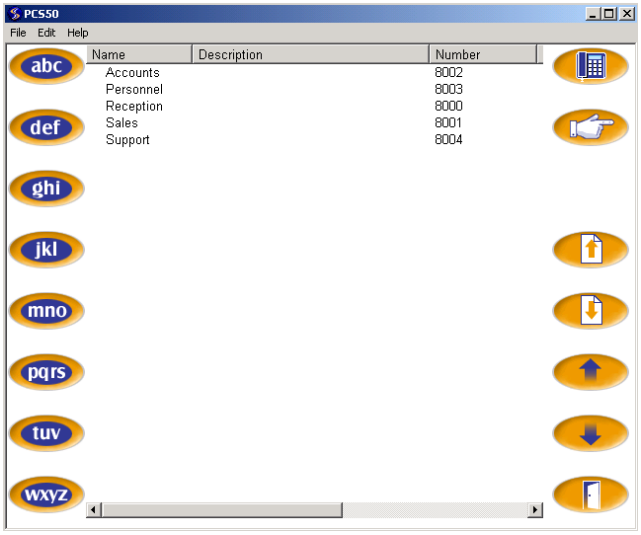
3 Use the Search facilities to find the Department you require (please refer to page 43 for further assistance).

4 Select the Department required then select the Dial icon or press **Enter**.

or

4 Double click the Department required and the call will be made.

5 The Call Status screen will appear displaying the extension and Department you are ringing and your details.



To exit from the Departments Directory select the Exit icon or press **Esc**.

Transfer a Call via the Department Directory

1 Select the Look Up icon.

2 Select the Departments icon.

3 Select the Department required then select the Dial icon or press **Enter**.

or

3 Double click the Department required

4 The original call will be placed on hold and the new call will be made.

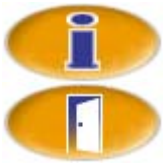
5 Select the Transfer icon or press **Enter** when ready.

For further information on transferring calls please refer to page 10.

Using a Web Page with a Department

A Department can be configured so that a web page relevant to that Department can be viewed when you make a call to and/or receive a call for a Department. The web page can be displayed either by the press of a button when you choose or automatically before a Department call is

answered or after a Department call is answered. This could be a web page stored on the Internet or on your company's Intranet or on the telephone system's internal web server. This is useful if a script must be followed when answering a call or, for example, you wish to access sales information to assist a caller.



To display the configured web page, select the Information icon.

If a web page appears automatically when you make a call to or receive a call for a Department and you wish to view Call Status select the Exit icon.

Please refer to your System Administrator for further details.

Displaying a Directory for a Department call

A Department can be configured so that either the Users or Departments directory or your Favourites (Speed Dials) will automatically appear after a call you have made to or received for a Department is answered. This is particularly useful for a receptionist who needs to be able to quickly and easily transfer calls.

When a Department call is answered if a directory is displayed please refer to the relevant section in this manual to find out how to handling the call using this directory – Favourites - page 38, Users - page 46 and Departments - page 50.

If you do not wish to use the Directory displayed select the Exit icon to return to Call Status.

Please refer to your System Administrator for further details.

Incoming Call History

If you have been elected to deal with voicemail messages for a Department this will mean that Department calls that you have answered will be listed in your Incoming Call History. You will also be informed when a Department has missed a call. The Missed Call icon will flash in the normal way.

For further information on using the Incoming Call History please refer to page 19 and for information on handling missed calls please refer to page 21.

Please refer to page 72 for information on dealing with voicemail messages for a Department.

Call Pick up for a Department call

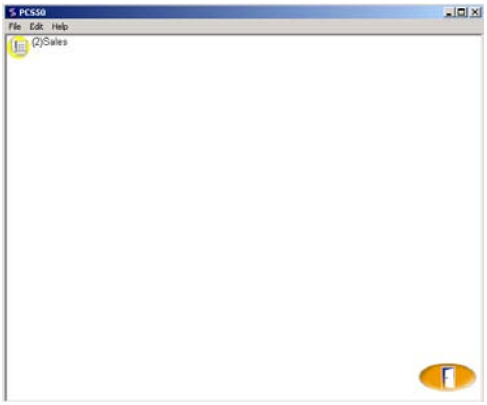
You can pick up a call ringing for a Department via the Pick Up screen. This is useful if, for example, all the members of a particular Department are busy and you wish to assist with answering the call. You do not have to be a member of the Department to pick up a Department call.

1 Lift your handset or select the Speaker icon.

2 Select the Pick Up icon.

3 Each Department with calls waiting to be answered will be displayed together the number of calls.

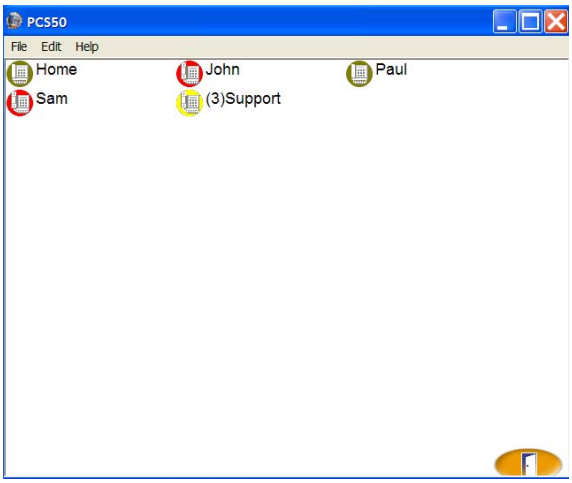
4 Click on the relevant icon to pick up the call.



For further information on Call Pick Up please refer to page 16.

Creating a Speed Dial to a Department

A Speed Dial to a Department can be created via your User Configuration form and will be displayed in your Favourites list and Call Status. The number of calls queuing for that Department will be shown beside the Speed Dial icon. This facility provides you with a quick and easy method of dialling a Department that you regularly contact and allows you to monitor the number of calls waiting to be answered.



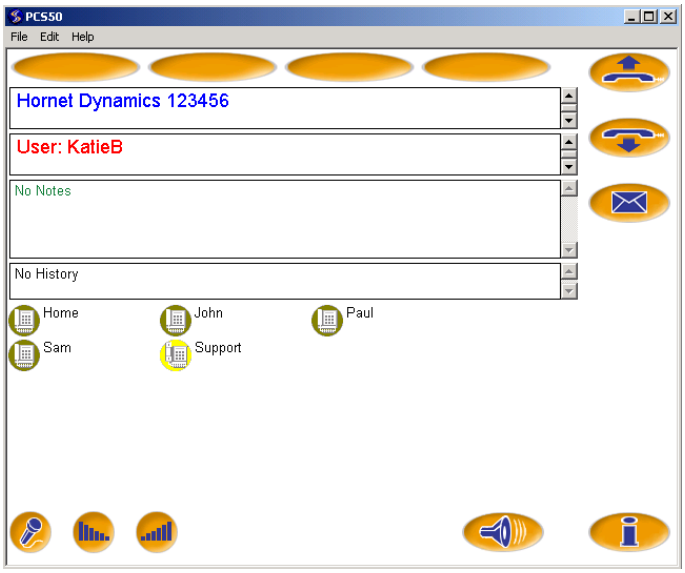
For information on how to create and use a Speed Dial please refer to the Speed Dials section from page 36.

Contacts

The Contacts Directory on the PCS will display the list of external contacts, for example, customers, suppliers etc, entered on the database on your telephone system. This information can be used to make calls quickly and easily, and identify incoming calls.

Receiving a call from a Contact

Call Status will display the name and number of the person calling. Handle the call in the normal way.



Making a Call via the Contacts Directory

1 From the Call Control toolbar select the Contacts icon. A list of Contacts stored on your system's database will be displayed.

2 Use the Search facilities to find the Contact you require (please refer to page 43 for further assistance).

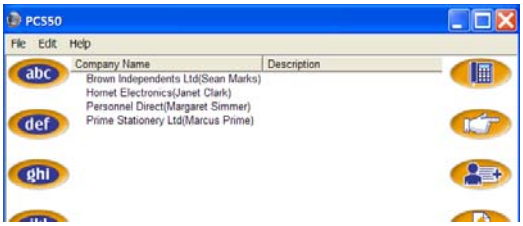
3 Select the Contact required then select the Dial icon or press **Enter**.

or

3 Double click the Contact required and the call will be made.

4 The Call Status screen will appear displaying the Contact you are ringing and your name.

If you wish to search for a Contact via the company name, click on the Contact Name column heading and each Contact will be displayed with the company name first. Click on the column heading again to return to viewing the list by Contact Name only.



To exit from the Contacts Directory select the Exit icon or press **Esc**.

Transfer a Call to a Contact

1 Select the Look Up icon.

2 Select Contacts.

3 Select the Contact required.

4 Select the Dial icon or press **Enter**.

5 The original call will be placed on hold and the new call will be made.

6 Select the Transfer icon or press **Enter** when ready.

For further information on transferring calls please refer to page 10.

Add a Note to a Contact

During a call text can be entered and displayed with the call, this can be useful when a call is transferred the information is passed on (please refer to page 13 for further information). If the call has been made or received from a Contact this text can also be stored permanently with the Contact for future information. This text will be displayed whenever a call is received by this Contact.

1 Click on the Add Note icon.

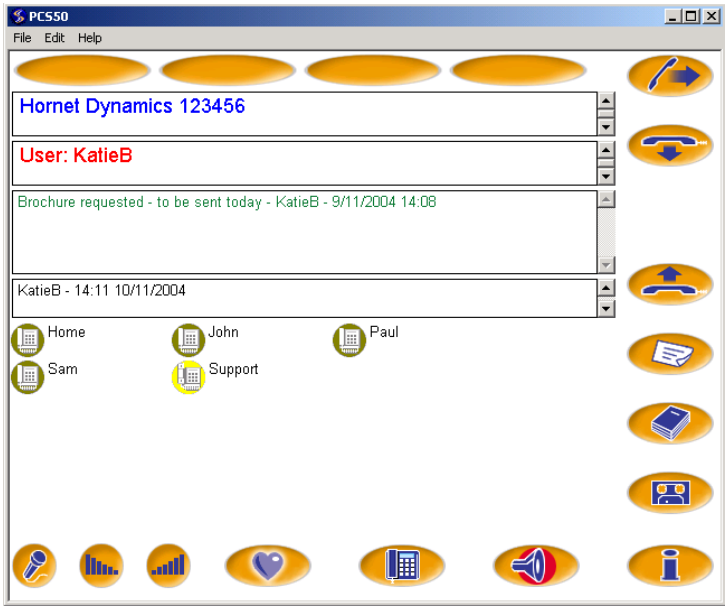
2 Enter any text required in the Note box.

(PCS 400/410 – if a keyboard is not available select the More button to access the on-screen keyboard. Select OK when ready.)

3 Click on Add to Contact.

4 The text plus the date and name of the originator of the note will appear in the Call Status screen and will be passed on with the call if transferred. Click within the Note area to enlarge this area.

This information will also be stored permanently with the Contact and next time a call is received by or made to this Contact the text will appear in Call Status.



Viewing Contact Details

All the information, for example address, telephone numbers etc, stored for a particular Contact within the telephone system's centralised database can be viewed.

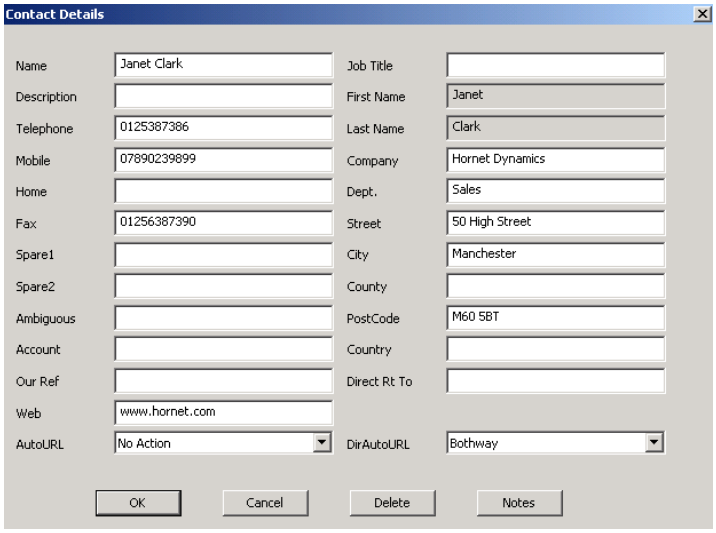
1 From the Call Control toolbar select the Contacts icon.

2 Select the Contact required.

3 Select the Information icon.

4 The Contact Details for the selected Contact will be displayed.

5 Select OK or Cancel to exit.



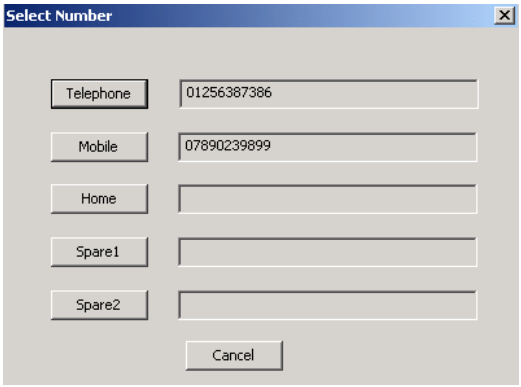
Making a Call to a Contact's other stored numbers

1 From the Call Control toolbar select the Contacts icon. A list of Contacts stored on your system's database will be displayed.

2 Select the Contact required.

3 Select the Further Numbers icon.

4 If you wish to dial the Mobile number select the Mobile button, if you wish to dial the Home number select the Home button etc.



Transferring a call to a Contact's mobile or home number

1 Select the Look Up icon.

2 Select Contacts.

3 Select the Contact required.

4 Select the Further Numbers icon.

5 If you wish to dial the Mobile number select the Mobile button, if you wish to dial the Home number select the Home button etc.

6 The original call will be placed on hold and the new call will be made.

7 Select the Transfer icon when ready.

For further information on transferring calls please refer to page 10.

Amending the details within a Contact

Please note: you will only be able to make a change to a Contact's details if given the required permission. Please refer to your system administrator for further information.

1 From the Call Control toolbar select the Contacts icon.

2 Select the Contact required.

3 Select the Information icon.

4 The Contact Details for the selected Contact will be displayed. You can amend or add information, and view and add Notes stored with this Contact

5 Select OK to save any changes or Cancel to exit without saving the changes.

Create a new Contact

Please note: you will only be able to add a new Contact to the database if given the required permission. Please refer to your system administrator for further information.

1 From the Call Control toolbar select the Contacts icon.

2 Select the New Contact icon.

3 A blank Contact Details form will be displayed. Enter all the information required.

4 If you wish to add any notes to this Contact select the Note button and enter the text required.

5 When ready, select OK to save the new Contact or Cancel to cancel the new entry.

(PCS 400/410 – if a keyboard is not available select the More button to access the on-screen keyboard. Select OK when ready.)

Please note that a new Contact will be saved in the centralised database and therefore will be available to your colleagues also using a PCS.

Create a new Contact during a Call

You can also add a new Contact to the database during a call. The caller's incoming number will be automatically entered in the Telephone number field and the further information can be added while you are on the call.

Please note: you will only be able to add a new Contact if given the required permission. Please refer to your system administrator for further information.

1 Select the Look Up icon.

2 Select the New Contact icon.

3 Enter any details required.

4 Select OK to save the new Contact or Cancel to cancel the new entry.

Use the More Options icon to return to the call handling icons.

If you end the call before completing the new entry the Contact Details form will stay open until you select OK.

Create a new Contact from the Incoming Call History

If you have received a call from an external contact this call will be logged in your Incoming Call History (please refer to page 19 for further details). The number listed can be used to create a new Contact record and the number will be automatically entered into the Telephone number field.

Please note: you will only be able to add a new Contact if given the required permission. Please refer to your system administrator for further information.

1 From the Call Control toolbar select the Messages icon to view the Incoming Call History.

2 Select the call required (by clicking under the Time column).

3 Select the New Contact icon.

4 Enter any details required.

5 Select OK to save the new Contact or Cancel to cancel the new entry.

Create a new Contact from the Redial Number list

If you have made a call to an external contact this call will be logged in your Redial Number list (please refer to page 13 for further details). The number listed can be used to create a new Contact record and the number will be automatically entered into the Telephone number field.

Please note: you will only be able to add a new Contact if given the required permission. Please refer to your system administrator for further information.

1 From the Call Control toolbar select the Redial icon to view the Redial Number List

2 Select the call required (by clicking under the Time column).

3 Select the New Contact icon.

4 Enter any details required.

5 Select OK to save the new Contact or Cancel to cancel the new entry.

Delete a Contact from the database

Please note: you will only be able to delete a Contact if given the required permission. Please refer to your system administrator for further information.

1 From the Call Control toolbar select the Contacts icon.

2 Select the Contact required.

3 Select the Information icon.

4 The Contact Details for the selected Contact will be displayed.

5 Select Delete.

Please note that the Contact will be deleted from the centralised database and therefore will no longer be available to your colleagues.

Using a Web Page with a Contact

A Contact can be configured so that a web page relevant to that Contact is available when a call is received from or made to this Contact. The web page can be viewed either by the press of a button when you choose or automatically before a call to or from this Contact is answered or after a call to or from this Contact is answered. This could be a web page stored on the Internet or on your company's Intranet or within the telephone system's internal web server. This could be useful if you wish to view your supplier's web site when on a call, or you wish to view a customer's account information stored on your company's intranet, for example.

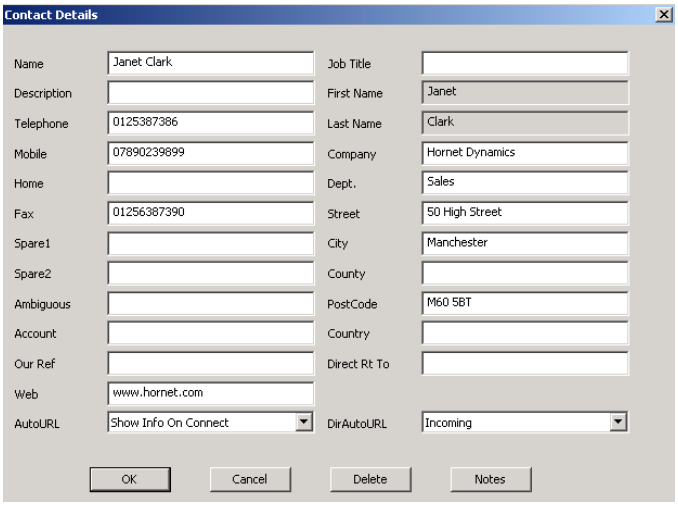
To display the configured web page, select the Information icon.

If a web page appears when you make a call to or receive a call from a Contact and you wish to display Call Status select the Exit icon.

Configuring a Contact to display a web page

Please note: you will only be able to make a change to a Contact's details if given the required permission. Please refer to your system administrator for further information.

1 Open the Contact Details as described on page 55.
2 In the Web field enter the address to the web page required.
3 From the Auto URL list select either:
   a. No Action – the web page can be displayed by pressing the Information icon
   b. Show Info on Ring – the web page will be displayed when a call is made to and/or received by this Contact
   c. Show Info On Connect – the web page will be displayed once a call to and/or from this Contact has been answered.
4 From DirAutoURL list box select either:
   a. Bothway – the web page will be displayed when a call is made to this Contact and when a call is received from this Contact
   b. Incoming – the web page will only be displayed when a call is received from this Contact
   c. Outgoing – the web page will only be displayed when a call is made to this Contact
5 Select OK to save the changes



Displaying a Directory for a Contact

A Contact can be configured so that either the Users or Departments directory or your Favourites (Speed Dials) will automatically appear after a call to and/or from a Contact is

answered. This is useful if, for example, a call from a customer needs to be handled quickly and efficiently.

Handling a call when a Directory is displayed

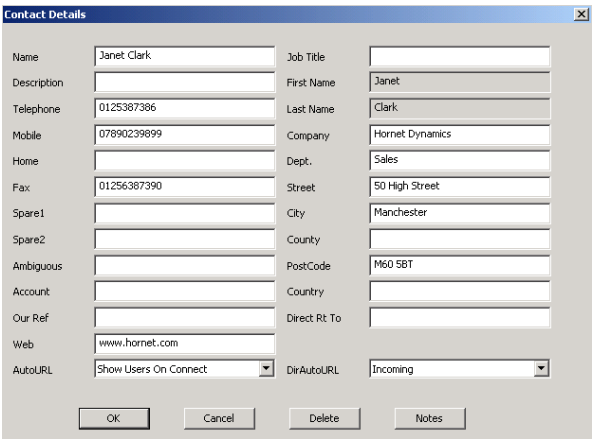
If on answering a call from a Contact a directory is displayed please refer to the relevant section in this manual to find out how to handle the call using this directory – Favourites - page 38, Users - page 46 and Departments - page 50.

If you do not wish to use the Directory displayed select the Exit icon or press **Esc** to return to Call Status.

Configuring a Contact to display a Directory

Please note: you will only be able to make a change to a Contact's details if given the required permission. Please refer to your system administrator for further information.

1. Open the Contact Details as described on page 55.
2. From the Auto URL list box select either,
   a. Show Favourites on Connect – your Speed Dial list will appear after a call to and/or from this Contact is answered
   b. Show Users on Connect – the Users Directory will be displayed after a call to and/or from this Contact is answered
   c. Show Departments on Connect – the Departments Directory will be displayed after a call to and/or from this Contact is answered.
3. From DirAutoURL list box select either:
   a. Bothway – the directory will be displayed when a call is made to this Contact and when a call is received from this Contact
   b. Incoming – the directory will only be displayed when a call is received from this Contact
   c. Outgoing – the directory will only be displayed on a PCS when a call is made to this Contact
4. Select OK to save the changes.



Using an Ambiguous Number

When a company has a large DDI number range a Contact can be created that will match any incoming call from this company so that you and your colleagues are always aware when a call is received from this company.

A question mark (?) is used to specify which part of the telephone number will vary, eg an entry of 01256387??? will match a call from 01256387385, 01256387370, 01256387291 etc.

Please note:

- Contacts containing a complete match to the incoming number will take priority over an ambiguous number.
- You will only be able to add or amend a Contact if given the required permission. Please refer to your system administrator for further information.

1 Select the Contacts icon.

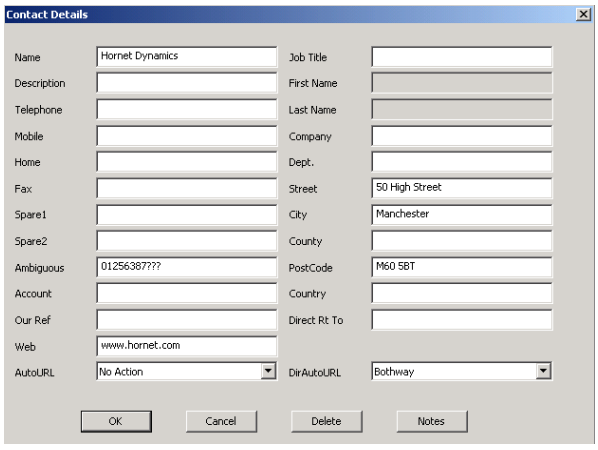
2 Select the New Contact icon.

3 A blank Contact Details form will be displayed.

4 In the Name field enter the company's name.

5 In the Ambiguous field enter the company's number using a ? where a digit will be variable.

6 Select OK to save the new Contact.



Voicemail

The voicemail facility allows your callers to leave a message if you are on the phone or do not answer a call. However, this facility must be configured to enable you to use this service, please refer to your System Administrator for further details.

Receiving a Message

If you are busy on a call or do not answer your phone the caller will be automatically passed to your voicemail and will be able to leave a message. By default, your extension will ring for 20 seconds before your extension is considered not answered. Your System Administrator will be able to tell you if this default setting has been changed.

If the caller has left a message the New Messages icon will appear on your PCS and will flash until you have listened to the message.

PCS 400/410 users – Your stylus LED will also flash.

PCS 50 Partner - The broken dial tone provided by your analogue handset may also indicate that you have a new message.

If your caller does not leave a message this call will be logged as a missed call. (Please refer to page 21 for further details.)

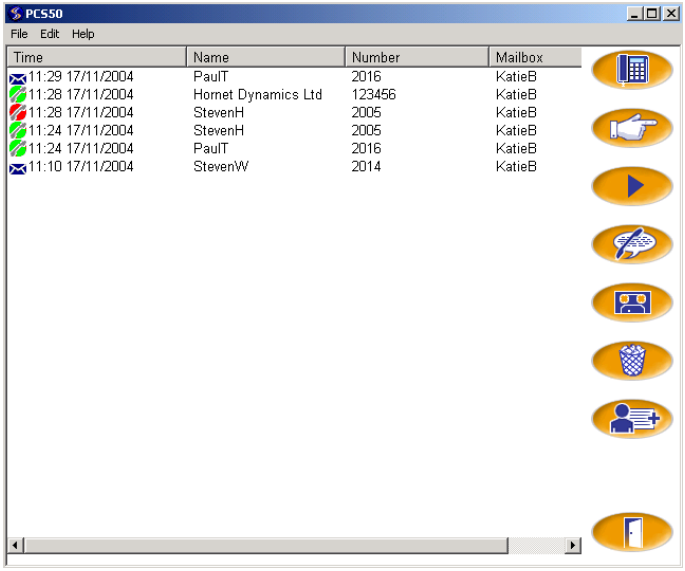
Divert an incoming call to voicemail

If you do not wish to answer a call and wish to route the caller to your voicemail, select the Messages icon within Call Status.

Please note that the Reject Call icon will also perform the same function unless you have Forward on Busy set which means your caller will be diverted to this number. (Please refer to page 30 for further information on the Forward on Busy facility.)

Retrieve a Message

1 Select the New Messagesicon. The Incoming Call History will appear.

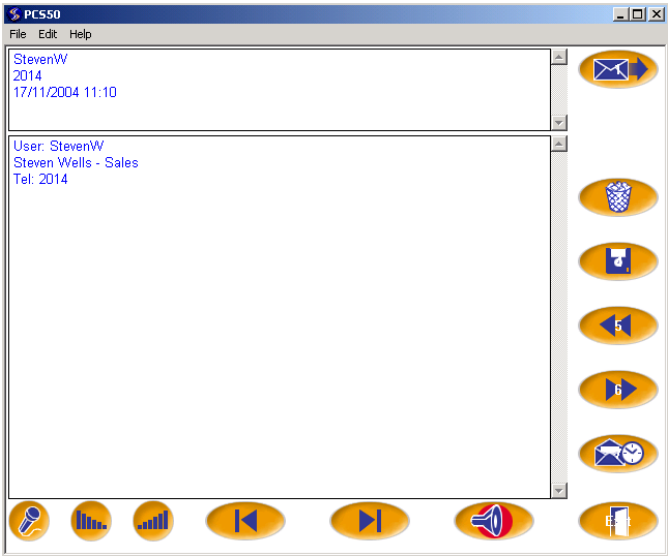


2 A new message will be indicated by a blue envelope symbol.

3 Select this message (click under the Time column).

4 Select the Listen to Message icon (or double click on the message).

5 The message will be played and the screen on your PCS will display the time and date of the call and details of the caller.



6 Select Exit to return to the Incoming Call History.

7 The Message will now be displayed with an open blue envelope as this is now an old message and will be deleted after 7 days (unless manually saved).

8 Select Exit again or press **Esc** to return to your Home Page.

Message Handling

While listening to your messages the following icons help you to handle these messages:

Forward the message you are currently listening to

Delete the message you are currently listening to

Save the message you are currently listening to

Rewind message by 2 seconds

Forward message by 2 seconds

Play old messages

Play previous message

Play next message

Delete a Message

1 Select the Messages icon. The Incoming Call History will appear.

2 Select the message to be deleted (click under the Time column).

3 Select the Delete icon.

Save a Message

Once a new message has been listened to it becomes an old message and will be deleted after 7 days. However you can save the message and it will be stored until you decided to manually delete the message.

1 Select the Messages icon. The Incoming Call History will appear.

2 Select the message to be deleted (click under the Time column).

3 Select the Save icon.

Ring back the Caller

1 Select the Messages icon. The Incoming Call History will appear.

2 Select the message to be deleted.

3 Select the Dial icon and a call to the source of the message will be made.

This facility is available for internal and external numbers, however if the caller's number has been withheld or not received by the system this facility will not be available. The Number column will indicate if the caller's telephone number has been received.

If the incoming number is matched to a User or Contact stored within the telephone system's database the Further Numbers icon) will allow you to dial another number, eg mobile number, stored for this User or Contact.

The New Contact icon will allow you to either create a new Contact where the external number received with the call selected will automatically populate the Telephone field or view the User Details for the internal call selected.

For further information on Using the User Directory please refer to page 45 and for further information on Working with Contacts please refer to page 52.

Changing your Greeting

A default message will be played to a caller when transferred to your voicemail. However you may wish to record your own personal message.

Please note: the method detailed below is used to record your daily greeting which is deleted at midnight. Your permanent greeting is then used until you record a new daily greeting. For further information please consult your System Administrator.

1 Select the Messages icon. The Incoming Call History will appear.

2 Select the Record Greeting icon. Your existing message will be played.

3 When requested record your new greeting.

4 Wait for the new greeting to be played back to you.
or

4 Press # and the new greeting will be played back to you.

5 Select Exit to finish and save the new greeting (or hang up)

or

5 If you wish to re-record the greeting select the Record icon and repeat steps 3 to 5.

or

5 If you wish to delete the new greeting and return to the previous greeting select the Delete icon.

6 Select Exit to finish.

Using an Assistant telephone number

You may wish to give your callers the option to be transferred to a colleague rather than to leave a message, this might be your assistant or another member of your team. The Assistant telephone number feature can be configured as follows:

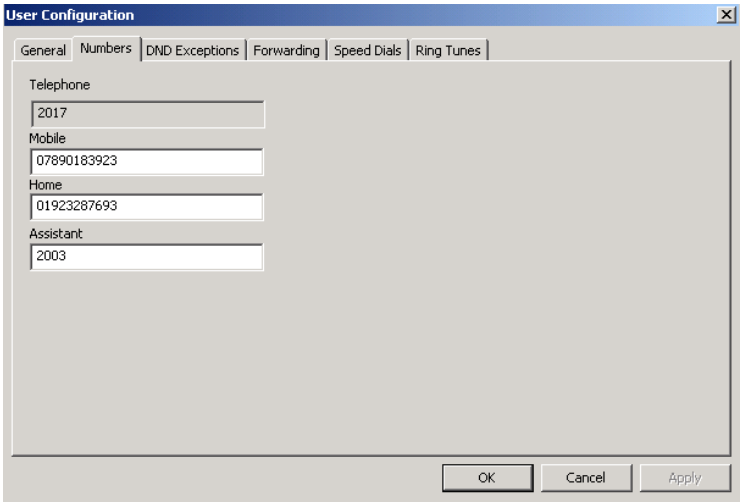
1 From the Call Control toolbar select the More Options icon

2 Select the User Preferences icon.

3 From the User Configuration form select the Numbers tab.

4 In the Assistant field enter the extension number to which your callers will be transferred.

5 Select OK.



Once this feature has been configured your caller can press 0 while listening to your greeting and be transferred to your Assistant telephone number.

You will need to re-record your greeting to inform your callers that facility is available.

Please note that if the Assistant field is grey then you are unable to edit this field. Please refer to your System Administrator for further details.

Forward a message

You may wish to forward a message to a colleague if the content is more relevant to another member of staff, for example, or to a Group of Users, eg the Sales team (a Group must be previously set up on your telephone system – please refer to your System Administrator for further information.).

If you wish to save a message to and in future access the message via your email application you can also forward a message to your email account. (This facility must be previously set up on your telephone system – please refer to your System Administrator for further information.)

1 Select the Messages icon. The Incoming Call History will appear.

2 Select the message to be forwarded.

3 Select the Listen to Message icon.

4 Select the Forward Message icon and the following dialogue box will appear.

5 To forward the message to your email account select Email. The message will be copied to your email account. Go to step 9.

or

5 To forward the message to a group of Users select Group. You will be given a list of the Groups on your system. (Use the Search facilities as described on page 43 to help you find the Group you require.)

or

5 To forward the message to a specific User(s) select Users. You will be given a list of the Users on your system. (Use the Search facilities as described on page 43 to help you find the User you require.)

6 Select the User or Group you require and select the Add to Forward List icon (or double click on the User or Group). The User or Group selected will appear in the Forward List above.

7 Repeat steps 6 until all the Users or Groups required have been added to the Forward List.

8 Select the Forward Message icon. The message will now be forwarded to all the Users selected or to all the Users who are a member of the Groups selected.

9 Select Exit to return to the Incoming Call History.

Leave a message for a colleague

You will automatically transfer to your colleague's voicemail if they are busy or do not answer their phone. However you can pre-empt this and transfer directly to their voicemail

1 Make a call to your colleague in the normal way.

2 Select the Messages icon.

3 Leave a message when requested.

Leave a message for a colleague without dialling the number first

1 From the Call Control toolbar select the Users icon. (Use the Search facilities as described on page 43 to help you find the User you require.)

2 Select the User required.

3 Select the Further Numbers icon.

4 Select the Voicemail button.

5 Leave a message when requested.

Transfer a call to a colleague's Voicemail

1 Place the call on hold (select the New Call icon).

2 Dial the User's extension number.

3 Select the Messages icon.

4 Replace your handset or select the Speaker icon.

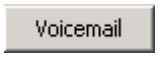
Alternatively,

1 Select the Transfer icon or press **Enter**. The call will be put on hold.

2 Select the Users icon. (Use the Search facilities as described on page 43 to help you find the User you require.)

3 Select the User required.

4 Select the Further Numbers icon.



5 Select the Voicemail button. The caller will be transferred to the User's voicemail.

Record a Call

During any call (internal or external or conference call) you can record the conversation. The resulting recording will become a new voicemail message and can be accessed in the usual way.

(Please note that the use of this feature is controlled by your System Administrator. If the Record icon is not available please refer to your System Administrator.)

During a call select the Record icon. Your conversation will be recorded

To end the recording either select the Record icon or end the call.

Retrieve a Recorded Call

1 The New Messages icon will flash to indicate that you have a new message. Select this icon to open the Incoming Call History.

2 A new message will be displayed. The Name column will indicate the name of the caller if available.

3 Select the recording (click under the Time column).

4 Select the Listen to Message icon (or double click on the recording).

5 The recording will be played and the screen on your PCS will display further details of the call if available.

Once listened to the recording becomes an old message and is deleted after 7 days. The recording can be saved or deleted in the normal way.

Record a Memo

You may wish to record a message to yourself, for example when you wish to record a reminder to perform a particular task, for example book a meeting, phone a customer etc.

(Please note that the use of this feature is controlled by your System Administrator. If the Record icon is not available please refer to your System Administrator.)

1 Select the Messages icon.

2 Select the Record icon

3 Record the message to yourself.

4 Select Exit to finish and save the recording (or hang up).

Retrieve a Memo

1 The New Messages icon will flash to indicate that you have a new message. Select this icon to open the Incoming Call History.

2 A new message will be displayed. The Name column will display your name to indicate that you created the recording.

3 Select the memo (click under the Time column).

4 Select the Listen to Message icon (or double click on the memo).

5 The recording will be played and the screen on your PCS will display your details.

Once listened to the recording becomes an old message and is deleted after 7 days. The recording can be saved or deleted in the normal way.

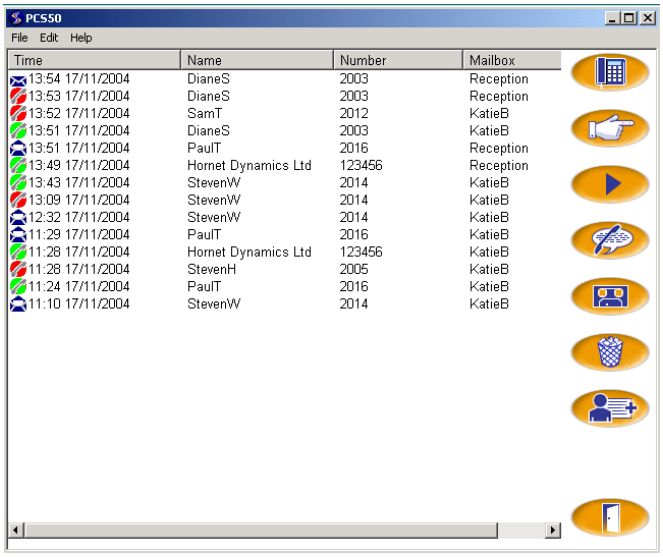
Voicemail for Departments

Each Department must be configured to use the voicemail service provided by the **max**imiser system. If voicemail has been enabled a call to a Department will automatically pass to voicemail after the time specified by the Department's configuration on the system. Please refer to your System Administrator for further details.

Retrieving Voicemail for a Department

If you have been elected to control voicemail messages for a Department (your System Administrator will inform you if this is the case) you can retrieve and handle the messages in the same way as your personal messages. However the Mailbox column will indicate in which mailbox the message is stored.

Please note: if you have been elected to deal with messages for a Department you will also be informed of calls answered and missed by the Department in your Incoming Call History, again the Mailbox column will indicate the recipient of the call. For further information on working with Departments please refer to page 48.


PCS50
File Edit Help
Time Name Number Mailbox
13:54 17/11/2004 DianeS 2003 Reception
13:53 17/11/2004 DianeS 2003 Reception
13:52 17/11/2004 SamT 2012 KatieB
13:51 17/11/2004 DianeS 2003 KatieB
13:51 17/11/2004 PaulT 2016 Reception
13:49 17/11/2004 Hornet Dynamics Ltd 123456 Reception
13:43 17/11/2004 StevenW 2014 KatieB
13:09 17/11/2004 StevenW 2014 KatieB
12:32 17/11/2004 StevenW 2014 KatieB
11:29 17/11/2004 PaulT 2016 KatieB
11:28 17/11/2004 Hornet Dynamics Ltd 123456 KatieB
11:28 17/11/2004 StevenH 2005 KatieB
11:24 17/11/2004 PaulT 2016 KatieB
11:10 17/11/2004 StevenW 2014 KatieB

Leave a message for a Department

1 Make a call to the Department in the normal way.

2 Select the Messages icon.

3 Leave a message when requested.

Leave a message for a Department without dialling the number first

1 Lift your handset or select the Speaker icon

2 Select the Departments icon. (Use the Search facilities as described on page 43 to help you find the User you require.)

3 Select the Department required.

3 Select the Further Numbers icon.

4 Select the Voicemail button.

5 Leave a message when requested.

Transfer a call to a Department's Voicemail

1 Place the call on hold (select the New Call icon).

2 Dial the Department's extension number.

3 Select the Messages icon.

4 Replace your handset or select the Speaker icon.

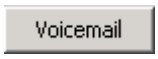
Alternatively,

1 Select the Transfer icon or press **Enter**. The call will be put on hold.

2 Select the Departments icon. (Use the Search facilities as described on page 43 to help you find the Department you require.)

3 Select the Department required.

4 Select the Further Numbers icon.



5 Select the Voicemail button. The caller will be transferred to the User's voicemail.

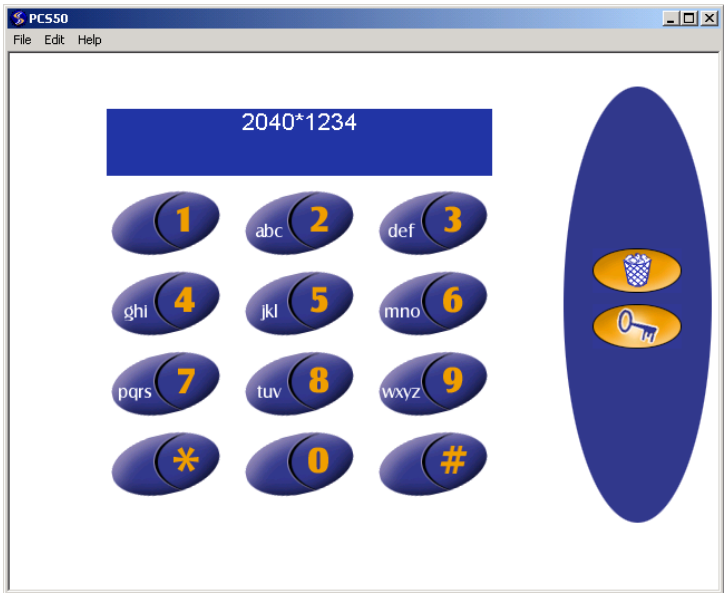
Hot Desking

If you are a Hot Desking User, in other words a User who has been given the ability to log in to any phone on the system because, for example, you need to move around the building or you are rarely in the office and do not need a permanent telephone, you can log in to a PCS as follows. You will need to know your extension number and Login Access Code, please refer to your System Administrator for these details.

1 From the Call Control toolbar select the More Options icon twice.

2 Select the Log In icon.

3 Enter your extension number, an asterisk and your Login Access Code, eg 2040*1234.



4 Select the Log In icon or press **Enter**.

5 Once the system has logged you in your Home Page will be displayed and you can make and receive calls in the normal way.

Log off

Once you have finished using the telephone that you are logged on to you may wish to log off. Your extension becomes busy and your calls will passed to voicemail (if enabled) or to your Forward on Busy number (if configured).

1 From the Call Control toolbar select the More Options icon twice.

2 Select the Log In icon.

3 Select the Log Off icon or press **Delete**.

4 The phone will return to the User assigned to this extension dependent on the configuration of the system.

Note: The system may be configured to automatically log you off after the extension is not used for a specified amount of time. This is useful if you forget to manually log off. Please refer to your System Administrator for further details.

If you access the log in screen by mistake wait for the PCS to return to your Home Page

System Administration

View the PCS set up information

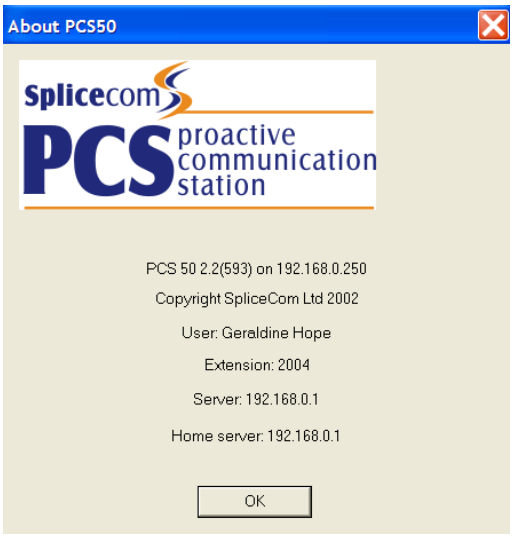
1 From the Call Control toolbar select the More Options icon twice.

2 Select the Information icon.

3 The following information will be displayed:

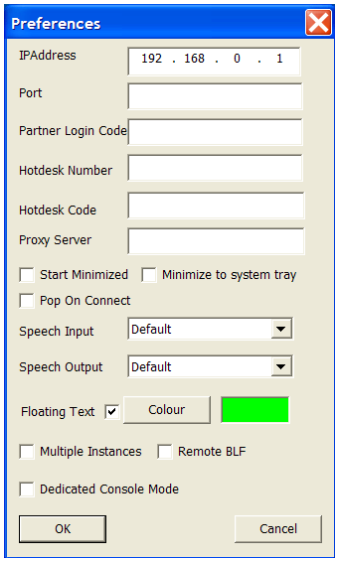
- Software version
- IP address of the PCS 400/410 or the PC running PCS 50
- User currently logged in
- Extension number of the User
- IP address of the Call Server to which the PCS is connected
- IP address of the Call Server providing the User's voicemail service.

4 When finished select OK.



Setting Preferences for a PCS 50

To access the Preference dialogue box, from the Menu bar, select File and then Preferences.



Using the PCS 50 as a partner to any handset: the Port, Partner Login Code, Hot Desk Number and Hot Desk Code fields can be used to assist you if you are a hot desking User. These fields can be configured to allow you to log on to more than one choice of handset and your PCS 50 will automatically partner any of these handsets. This is useful if, for example, you are a laptop user and when you come in to the office you log on to any available phone at any available desk. Your PCS 50 can be configured once to partner any of these handsets. Please refer to your system administrator for further information.

Proxy Server: the IP address of the proxy server to be used by the PCS 50 when viewing web pages. Please refer to your system administrator for further information.

Minimize to System Tray: Enables or disables the ability to minimise the PCS 50 to the System Tray by selecting the Close icon at the top right hand corner of the PCS 50 window. When a call is received the application will automatically pop up then automatically minimise at the end of a call. To manually pop up the PCS 50 window click on the icon in the System Tray. When this feature is enabled use the File menu then Exit to close the application or right click on the icon in the System Tray and select Exit, if required.

Start Minimized: This option, if selected, will automatically minimise the PCS 50 to the System Tray when the application is opened. This feature will operate when the application is next started and will also tick the Mimimize to System Tray option, if not already selected, and will operate as described above.

Pop On Connect: this feature is used in conjunction with the Minimize to System Tray feature and when the PCS 50 is used in partner mode. If enabled the application will pop up once the call has been answered by the handset.

Floating Text: Enables or disables the floating text that appears on your PCS screen when a call is received. Select the Colour button to change the default colour of this text.

Multiple Instances: Enables or disables the ability to run more than one PCS 50 as a partner to an analogue phone, PCS 50 or 400 on your PC. This is useful when as part of your job role you need to monitor a colleague's phone, voicemail etc.

Remote BLF: this option will enable or disable the busy lamp field feature when this PCS 50 is used across, for example, a VPN connection. **Please note: do not use this feature when this PCS 50 is used on the local LAN.**

Dedicated Console Mode: When enabled Call Status will not display until a call has been answered. This is useful when the Auto URL On Ring feature is used for Department calls or for calls from a specific Contact. The web page will not display on your PCS 50 until the call has been answered. This means that if you are viewing a web page when a call is received this will not be replaced by the web page specified by the Auto URL feature unless you decide to answer the call. Please refer to your system administrator for further information.

Access Manager

You can administer the system with Manager via a PCS however you will require an Administrator name and password to proceed.

1 From the Call Control toolbar select the More Options icon twice.

2 Select the Manager icon.

3 Enter the User Name and Password (if you require the onscreen keyboard, select the Keyboard icon).

4 Select OK. Manager will open.

To return to your Home Page:

1 From the Call Control toolbar select the More Options icon.

2 Select the Home icon.

Icons in Brief

The following lists the function of each icon when displayed with a particular screen or when performing a particular function.

Home Page

Home – return to your Home Page

Contacts – to access the Contacts directory

Favourites – to access your Speed Dials list

Users – to access the Users directory

Redial – to access the list of calls made from your extension via the Redial Number list

More Options – to access the Web Page icons and User Preferences icon

Speaker (on-hook)

Messages – to access your Incoming Call History and voicemail messages

New Messages – indicates a new voicemail message has been received

Missed Call – indicates a call was received by your extension and not answered

Missed call and New Messages – indicates a missed call and a new voicemail message has been received

Do Not Disturb on

Browsing Web Pages

Accessed from the Call Control toolbar by pressing the More Options icon once.

Back

Forward

Stop

Refresh

User Preferences – to access the User Configuration form

More Options – to access the Programming icons

System Administration

Accessed from the Call Control toolbar by pressing the More Options icon twice.

Keyboard on – to turn off the on-screen keyboard

Keyboard off – to display the on-screen keyboard

Manager – access to system programming (log in information required)

Log In/Log Out – for Hot Desking Users

Information – displays phone set up information

Help

More Options – return to the Call Control toolbar

Dial Pad

Park Slots – set by default for slots 1-4

Mute off

Mute on

Handset volume down

Handset volume up

Speaker On (off-hook)

Messages – to access your Incoming Call History and voicemail messages

Contacts – to access the Contacts directory

Favourites – to access your Speed Dials list

Departments – to access the Departments directory

Users – to access the Users directory

Pick Up – to access the list of currently ringing extensions via the Pick Up screen

Redial – to access the list of calls made from your extension via the Redial Number list

Receiving a Call

Answer – to answer an incoming call

Reject Call – to reject an incoming call, the call will pass to your Forward on Busy number (if set) or to voicemail (if enabled)

Messages – to reject an incoming call and pass the caller to voicemail (if enabled)

Ringing volume down

Ringing volume up

Speaker (on-hook)

Information – to display the web page configured for this caller

Making a Call

Reject Call – to cancel the call being made

Messages – divert your internal call to your colleague's voicemail

Speaker On (off-hook)

Handset volume down

Handset volume up

Information – to display the web page configured for this number

Answered Call

Park Slots – set by default for slots 1-4

Transfer – to transfer a call without announcing the call first

Reject Call – to end your current conversation

New Call – to place the current call on hold

Add Note – enter text to be displayed in the Call Notes pane of Call Status

Look up – access the Users, Departments and Contacts directories and Favourites

Record Call – to record your current conversation

Recording in progress – to end the recording of your current conversation

Mute off

Mute on

Volume of conversation down

Volume of conversation up

Favourites – to access your Speed Dials list

Dial – to access the Dial Pad in order to enter additional digits

Speaker On (off-hook)

Information – to display the web page configured for this number

Call on Hold

Exit – to return to the call on hold

Multiple Calls

Transfer – to complete the transfer of a call

Conference – to create a 3-way conference

In Conference – to cancel the conference and return to 2-way conversations

Switch – toggle between the two connected calls

Look Up

Contacts – to access the Contacts directory

Users – to access the Users directory

Departments – to access the Departments directory

Favourites – to access your Speed Dials list

New Contact – create a new Contact using the incoming number from the connected call

More Options – to return to the previous screen

Contacts / Users / Departments Directories

Search – scroll through the entries by selecting the first letter of the name

Dial – to dial the number associated with the selected entry

Further Numbers – all numbers/voicemail associated with the selected Contact or User or Department are displayed and can be dialled by clicking on the relevant button.

Information – view select User's or Contact's details

New Contact (Contacts only) – create a new Contact.

Page Up – scroll up through the entries

Page Down – scroll down through the entries

Line up

Line down

Exit – to return to the previous screen

Favourites

Speed Dial – if configured for an internal extension this icon also indicates that the User's extension is free

Unavailable – the User's extension is busy

Ringing – the User's extension is currently ringing

Redial Number List

Dial – to dial the selected call

Messages – connect directly to selected User's voicemail

Further Numbers – dial another number stored for the selected User or Contact

Delete – delete the selected call

Create a New Contact - where the outgoing number for the selected call automatically populates the Telephone number field or displays the User's details

Exit – to return to the Home Page

Incoming Call History

Missed call

Answered call

New voicemail message

Old voicemail message

Dial – to ring back the caller

Further Numbers – dial another number stored for the selected User or Contact

Listen to Message – to play the selected voicemail message

Record Greeting – to update your voicemail greeting

Record Memo – to record a message to yourself

Delete – to delete the selected call or message

Create a New Contact - where the incoming number for the selected call automatically populates the Telephone number field or displays the User's details

Nuisance Number – to black list the external number selected

Exit – to return to the Home Page

Listening to a voicemail message

Forward the message you are currently listening to

Delete – to delete the message you are currently listening to

Save – to save the message you are currently listening to

Rewind by 2 seconds

Forward by 2 seconds

Play old messages

Play previous message

Play next message

Exit – to return to Incoming Call History

Recording a Voicemail Greeting

Record – re-record greeting

Delete – to cancel the new greeting and return to the previous greeting

Exit – save the new greeting and return to the Incoming Call History

Hot Desking

Log in

Log off

Keyboard Short cuts

Home Page

Windows	Apple Mac	
F1	Cmd+1	Go to Dial Pad
F2	Cmd+2	Go to Favourites
F3	Cmd+3	Go to Pick Up screen
F4	Cmd+4	Go to Redial Number list
F5	Cmd+5	Go to Contacts Directory
F6	Cmd+6	Go to Users Directory
F7	Cmd+7	Go to Departments Directory
F8	Cmd+8	Create a new Contact
F10	Cmd+0	Enter an Account Code
CTRL+M	Cmd+M	Go to Incoming Call History

Browsing Web Pages

CTRL+C	Cmd+C	Copy to the clipboard
Backspace	Backspace	Back one page

Dial Pad

F1	Fn+F1	Pick up call from Park icon 1
F2	Fn+F2	Pick up call from Park icon 2
F3	Fn+F3	Pick up call from Park icon 3
F4	Fn+F4	Pick up call from Park icon 4
CTRL+M	Cmd+M	Go to Incoming Call History

Receiving a Call

Enter	Enter	Answer a call
CTRL+A		Answer a call
CTRL+V	Cmd+V	Divert an incoming call to voicemail

Answered Call

F1	Fn+F1	Park a call on Park icon 1
F2	Fn+F2	Park a call on Park icon 2
F3	Fn+F3	Park a call on Park icon 3
F4	Fn+F4	Park a call on Park icon 4
F5	Cmd+5	Go to Contacts Directory
F6	Cmd+6	Go to Users Directory
F7	Cmd+7	Go to Departments Directory
F8	Cmd+8	Create a new Contact using the number from the connected call
F10	Cmd+0	Enter an Account Code
CTRL+D	Cmd+D	View the Directory icons
CTRL+I	Cmd+I	View the configured web page
CTRL+K	Cmd+K	Access the Dial Pad in order to enter additional digits
CTRL+N	Cmd+N	Add a Note to a Call
CTRL+R	Cmd+R	To start and end recording of the current call
Esc	Esc	Clear current call

Multiple Calls

Enter	Enter	Transfer a call
CTRL+A	Cmd+A	Switch/toggle between the two connected calls
CTRL+V	Cmd+V	Create a Conference with the two connected calls

Contacts / Users / Departments Directories

Enter	Enter	Dial the selected entry
CTRL+I	Cmd+I	View the selected User's or Contact's details
CTRL+S	Cmd+S	Further Numbers - access all numbers stored for the select User or Contact or access the voicemail button for the selected User or Department
F9	Cmd+9	Toggle between displaying Contacts by Company Name or Contact Name

Delete	Delete	Delete the selected entry
Esc	Esc	Exit – return to the previous screen

Further Numbers

T	T	Dial the Telephone number
M	M	Dial the Mobile number
H	H	Dial the Home number
1	1	Dial the Spare1 number
2	2	Dial the Spare2 number
Alt+T	Alt+T	Send SMS to the Telephone number
Alt+M	Alt+M	Send SMS to the Mobile number
Alt+1	Alt+1	Send SMS to the Spare1 number
Alt+2	Alt+2	Send SMS to the Spare2 number

Redial Number list

Enter	Enter	Dial the selected entry
CTRL+A	Cmd+A	Create a Contact from the selected entry or view the selected User's details
CTRL+S	Cmd+S	Further Numbers - access all numbers stored for the select User or Contact or access the voicemail button for the selected User or Department
CTRL+V	Cmd+V	Connect directly to the selected User's voicemail
Delete	Delete	Delete the selected entry
Esc	Esc	Exit – to return to the Home page

Incoming Call History

Enter	Enter	Dial the selected entry
CTRL+A	Cmd+A	Create a Contact from the selected entry or view the selected User's details
CTRL+G	Cmd+G	Record a new greeting
CTRL+N	Cmd+N	Generate a nuisance number from the entry selected.
CTRL+P	Cmd+P	Listen to the selected message
CTRL+R	Cmd+R	Record a memo
CTRL+S	Cmd+S	Further Numbers - access all numbers stored for the select User or Contact or access the voicemail button for the selected User or Department
Delete	Delete	Delete the selected entry
Esc	Esc	Exit – to return to the Home page

Listening to a voicemail message

CTRL+A	Cmd+A	Forward by 2 seconds
CTRL+B	Cmd+B	Rewind by 2 seconds
CTRL+F	Cmd+F	Forward the message

CTRL+N	Cmd+N	Play next message
CTRL+O	Cmd+O	Play old messages
CTRL+P	Cmd+P	Play previous message
CTRL+S	Cmd+S	Save the message
Delete	Delete	Delete the message

Forwarding a voicemail message

Enter	Enter	Enter the selected User or Group to the Forward List
Delete	Delete	Delete the selected User or Group from the Forward List
CTRL+F	Cmd+F	Forward the message to the selected User(s) or Group(s)

Hot Desking

Enter	Enter	Log in
Delete	Delete	Log off

Index

Add a Note
during a call....13
to a Contact....54
Ambiguous Number
Contacts....62
Announced Transfer....10
Answer a call....7
answered call
icons....82
keyboard short cuts....88
Assistant
voicemail....67
Auto attendant
entering numbers while on call....7
Auto URL
automatically display a Directory....61
automatically display a web page....60
BLF
Speed Dials....36
Blind Transfer....11
Broken dial tone
Do Not Disturb....34
Follow Me/Forwarding....29
voicemail....63
Busy Lamp Field
Remote BLF....78
Speed Dials....36
Calibration....26
Call Control Toolbar....3
Call History....12
Call Notes....13
Call on hold
icons....83
Call Pick up....16
Departments....51
Call Status....9
Call Waiting....26
Column width
Directories....44
Incoming Call History....20
Conferencing....23
Contacts....53
Add a Note....54
Ambiguous Number....62
Auto URL....60, 61
automatically display a Directory....60
automatically display a web page....59
DirAutoURL....60, 61
Directory....53
Dedicated Console Mode....78
Departments....48
automatically display a directory....51
automatically display a web page....50
Call Pick up....51
Call Status....48
Directory....49
Groups....48
Incoming Call History....51
Ring Tunes....49
voicemail....71
Dial Pad....5
icons....81
keyboard short cuts....88
Directories....43
automatically display a Directory....15
column width....44
Contacts....53
Departments....49
icons....84
keyboard short cuts....88
Search....43
Users....45
Do Not Disturb....33
Do Not Disturb Exception Number....34
End a call....8
External Call....7
External Ring Tune....40
Favourites....36
icons....85
Floating Text
Preferences....77
receiving a call....7
receiving a Department call....49
receiving a transferred call....11
Forward on Busy....30
Forward on No Answer....31
Forwarding....28
Further Numbers
Contacts....56
Incoming Call History....20
keyboard short cuts....89
leave a message....69
leave a message for a Department....72
Redial Number List....14
transfer to Department's voicemail....73
transfer to voicemail....70
User Configuration....35
Users Directory....47
voicemail message....66
Groups....48
Hands Free
headset operation....5
switch between hands free and headset use....18
Hang up a call....8
Headset operation....5
Hold....10
Home Number....35
Home Page....3
icons....79
keyboard short cuts....87
Hot Desking....74
icons....87

keyboard short cuts 90
Icons 79
Incoming Call History 19
column width 20
Departments 51
icons 85
keyboard short cuts 89
Internal Call 6
Internal Ring Tune 40
IP address 76
Keyboard short cuts 87
Log In 74
Log off 74
Look Up
icons 84
Making a call 6
icons 82
Manager
system administration 78
Minimize to System Tray 77
Missed Call 21
Departments 51
Mobile Number 35
multiple calls
icons 83
keyboard short cuts 88
Multiple Instances 77
Mute a call 18
New Call 10
New Messages 63
Nuisance Calls 21
On-screen keyboard 25
Out of Office Message 31
Park a Call 15
Park icons 15
PCS 400 1
Calibration 26
hands free 18
headset operation 5
On-screen keyboard 25
Stylus LED 4
PCS 50 1
Floating Text 7
Preferences 76
resize the window 4
Pick up
pick up a Department call 51
pick up a parked call 16
pick up a ringing extension 16
Pop On Connect 77
Preferences 76
Proxy Server 77
Put a call on Hold 10
Receiving a call
icons 81
keyboard short cuts 88
Record a call 70
Record a memo 71
Redial
Incoming Call History 20
Redial Number list 13
Redial Number List
icons 85
keyboard short cuts 89
Reject a call 8
Remote BLF 78
Resize the PCS 50 window 4
Ring Tunes 40
Screen Saver 4
Search
Directories 43
Set up information 76
Short Code
Speed Dials 39
Show Departments on Connect 61
Show Favourites on Connect 61
Show Users on Connect 61
Speed Dials 36
Start Minimized 77
Stylus LED 4
Switch between calls
call waiting 27
conferencing 24
transfer 10
System Administration 76
icons 80
IP address 76
Manager 78
Preferences 76
Set up information 76
System Ring Tune 42
Text Search
Directories 44
Transfer a call 10
Unannounced transfer 11
User Configuration 25
Assistant 67
Calibration 26
Call Waiting 26
Do Not Disturb 33
Follow Me 28
Forward on Busy 30
Forward on No Answer 31
Forwarding 28
Further Numbers 35
Out of Office Message 31
Ring Tunes 40
Speed Dials 36
User Preferences 25
Users Directory 45
Voicemail 63
Assistant 67
change your greeting 66
delete a message 65
Departments 71
forward a message to a colleague 68
forward message 65
icons 86

keyboard short cuts 89
leave a message..... 69
Message Handling..... 65
play next message 65
play old messages..... 65
play previous message 65
receiving a message..... 63
record a call..... 70
record a memo 71
retrieve a message 63
rewind message 65
ring back the caller..... 66
save a message 65
transfer a call to voicemail 69
Volume 18
Web Page
Contacts 59
Departments 50
display a web page during a call 15
Home Page 3
icons..... 80
keyboard short cuts..... 87

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